

NAVAL AIR DEPOT
CHERRY POINT, NORTH CAROLINA

COMMERCIAL ACTIVITIES STUDY

(A-76)

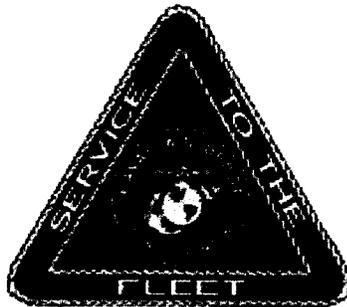
Industrial Maintenance Services

Performance Work Statement

Ver. 5.9

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The Performance Work Statement

Note of Explanation:

The format of this Performance Work Statement (PWS) represents a departure from the traditional definition of work. The intent of the Government in using this new format is to solicit the most efficient and effective approach to complete the requirements herein. To achieve this goal:

- The Government will compare private and public sector offers. Therefore, the Government uses the term “Service Provider (SP)” herein instead of the term “Contractor”.
- The Government uses the term “Award” herein instead of the term “Contract” because the result of this comparison may be one of the following:
 - Implementation of the Government’s Most Efficient Organization (MEO),
 - Award of Intra- or Inter-Service Support Agreement (ISSA), or
 - Award of a contract to a private sector source.
- The Government desires significant process improvements and encourages proposals that will achieve cost savings through innovative processes.
- The Government defines its requirement as the desired output of products and services. The Government has removed “how-to” procedures, wherever practicable.
- This document and its exhibits support the Office of Management and Budget (OMB) Circular A-76 process for comparison of performance by public and private-sector commercial activities. The Government will assess private sector offers to determine the best value for comparison to Government performance.
- The cost comparison will be performed using the guidance provided in the OMB Circular A-76 and its Revised Supplemental Handbook dated 1996.

Section - 1 General Information

C-1.1 Introduction

Naval Air Depot, Cherry Point, North Carolina (hereafter referred to as “the Depot”) is one of three Depots in the Continental United States under the Naval Air Systems Command. The Depot is an industrial facility that reworks, repairs, and overhauls aircraft, engines, and components for customers, both U.S. and foreign military. The Depot staff includes military personnel, civil servants, and contractors. Our motto is “Unsurpassed Service to the Fleet, Relentless Focus on Quality”.

The Depot comprises:

- Production buildings
- Production support buildings
- Administrative buildings
- Various support buildings along “A” Street
- Aircraft preservation site located adjacent to Marine Corps Air Station Cherry Point (MCAS CP) Runways 19 and 28
- Outlying buildings on “C” Street, Cryogenics Road, and in the adjacent town of Havelock, NC.

C-1.2 Organization of this PWS

The specific requirements and relevant information contained in this PWS, constitute Section C of the solicitation. The sections of the PWS are as follows:

- Section C-1 provides general information necessary to understand the requirements.
- Section C-2 provides definitions for work-related terms and acronyms used throughout this document.
- Section C-3 and C-4 provide information and general requirements for the Government- and SP- furnished items.
- Section C-5 presents the detailed work requirements of the PWS.
- Section C-6 identifies the standards, regulations, and other information the SP shall follow or use while performing requirements of this PWS.

- Section C-7 provides the Industrial Maintenance (IM) workload forecast the SP will perform.

All sections and Technical Exhibits (TEs) of this PWS are parts of a single document.

C-1.3 Summary Scope of Work

The SP shall provide all the services described in this PWS to Depot activities, tenants, and customers. This includes providing all personnel, equipment, materials, supervision, management, and any other resources necessary to fulfill the requirements except those specified in Section C-3 as Government-Furnished Property and Services. The major functional requirements are:

- Provide supervision services
- Provide utilities operation and maintenance services
- Provide manufacturing and installation services
- Perform inspection, testing, and certification services
- Provide reactive maintenance services
- Provide preventive maintenance services
- Provide command support services.

The majority of work will be performed at MCAS, Cherry Point, NC. Occasionally, the SP will be required to travel outside the MCAS complex. Outside travel includes travel to ashore Fleet customer sites in the Continental United States and overseas to facilities in allied countries such as Japan or Italy to perform inspection, testing, and certification services.

C-1.4 Background Information

C-1.4.1 The Depot

For more than five decades, the “Carolina Depot” has provided maintenance, engineering, and logistics support for a variety of aircraft, engines, and components for all branches of the U.S. Armed Forces and foreign militaries. The Depot performs depot-level repair, maintenance, and support services for aircraft including H-1, H-46, H-53, H-60, AV-8, F-4, C-130, and V-22; engines including T58, T64, J79, F402/406/408, and T400; and various components.

C-1.4.2 Union Relations

Lodge 1859 and Lodge 2297 of the International Association of Machinists and Aerospace Workers represent a portion of IM workers. Only Government workers may join Lodge 1859 or Lodge 2297.

C-1.5 General Requirements

The SP shall comply with the requirements set forth in this PWS. In addition, the SP shall also be aware of and comply with applicable federal, state, and local laws and MCAS and Depot regulations. For purposes of compliance with MCAS and Depot regulations, SP employees are “Depot employees”. All the SP’s standard operating procedures (SOPs) shall comply with applicable laws and regulations.

The SP shall be AS9100 registered by an independent 3rd party American National Standards Institute – Registrar Accreditation Board (ANSI-RAB) certified registrar for the work required. AS9100 is the Quality Systems Aerospace Model for Quality Assurance in Design, Development, Production, Installation, and Servicing¹. The Federal Aviation Administration has determined that AS9100 is “a comprehensive quality standard containing the basic quality control/assurance elements required by the current Code of Federal Regulations, Title 14, Part21”. The U.S. Department of Defense has reviewed the standard and published guidance material on using the standard for contractual requirements.²

C-1.5.1 Reports & Records**C-1.5.1.1 Operations Reports**

The SP shall prepare and submit to the Government written reports associated with operations under this PWS. The sections below list basic requirements for operations reports and the types required. Sections throughout C-1 describe details of individual reports, such as conditions for use, content, and submission requirements.

See TE 1.1 for a list of contract data requirements.

C-1.5.2 Personnel**C-1.5.2.1 Supervision**

The SP shall provide a program manager who shall be responsible for performance of all requirements prescribed herein. The program manager shall ensure the SP’s work, under performance of this award, conforms to the Depot’s AS9100 Quality System. The program manager is included in the set of “essential” personnel.

¹ www.ndvcert.com/DNV/Certification1/Services/AS9001

² www.qualitydigest.com/may02/html/as9100.html

The Program Manager must have a comprehensive theoretical and practical knowledge of industrial maintenance, construction, and modernization. This person requires a thorough knowledge of industrial maintenance planning, scheduling, and execution including an understanding of industry accepted best maintenance practices that increase the overall reliability of industrial plant assets and the application of these practices to solve complex problems in an industrial environment. The person requires a general knowledge of Total Productive Maintenance (TPM), Reliability Based Maintenance (RBM) including predictive, preventive, reactive and proactive methodologies, Facilities and Equipment Maintenance Application (FEMA) program, as well as AS9100 and ISO 14000.

The person requires demonstrated ability to supervise, manage, direct, oversee, and control a team of multi-disciplined technical maintenance personnel to accomplish the execution of industrial maintenance tasks similar in complexity to those identified in the performance work statement. This person requires the ability to liaison effectively with Government personnel on a daily basis. The individual must have at least 10 years of general experience in the industrial maintenance execution field with a minimum of 3 years of management or leadership experience relating to industrial maintenance.

The SP shall provide a designated on-site manager. The on-site manager shall act for the SP and shall be responsible for the day-to-day performance of the work, serve as a point of contact for all customer relations, and be responsible for resolving all quality, timeliness, and accuracy issues. The program manager and on-site manager may be the same person.

The on-site manager shall be at the Depot for the first shift. However, the Designated Government Representative (DGR)³ may require the on-site manager present when SP personnel perform at other times. The SP shall also designate sufficient alternates to the on-site manager to serve in his or her capacity when the on-site manager is absent from the Depot.

The SP shall provide a means of contacting the on-site manager or alternate(s) 24 hours per day, 7 days a week, 365 days a year. The SP shall ensure the on-site manager or alternate(s) makes verbal contact with the DGR within 60 minutes of the DGR's contact. In an emergency (see below), the DGR may require the SP to provide on-site staff within an additional 60 minutes. The on-site manager or alternate(s) need not report, on-site, in each instance. However, if required by the DGR, he or she shall also be on-site within the additional 60 minutes.

The SP's on-site manager or alternate(s) shall attend any meetings determined necessary by the DGR to discuss performance under the Award, including resolution of any perceived performance problems. The SP shall ensure the on-site

³ A Government Representative will oversee the SP's performance whether the Government makes Award to a private sector source, an ISSA entity, or Government MEO. For convenience, the Government uses the term, "Designated Government Representative (DGR)" to mean "Government Representative" throughout. The DGR is normally a single point of contact with alternates as required.

manager or alternate(s) is available for such meetings with not less than 60 minutes advance notice. The DGR will notify the on-site manager or alternate(s) of such meetings.

Additionally, the on-site manager and alternate(s) shall be familiar with the U.S. Navy (USN) policies and procedures governing fraud, waste, and abuse. The on-site manager and alternate(s) shall monitor SP employee activities for such actions or behaviors and take necessary actions to prevent or correct such occurrences. Additionally, the on-site manager or alternate shall notify the DGR immediately upon observance of behavior constituting fraud, waste, and abuse by SP or Government employees. *Naval Aviation Depot Instruction (NAVAVNDEPOTINST) 5370.3_*, *Fraud, Waste, and Abuse Hotline* applies.

C-1.5.2.2 Personnel Requirements

The SP shall furnish adequate numbers of qualified personnel to ensure satisfactory performance of the required PWS services. SP personnel shall be able to speak, write, read, and understand English, including any unique terminology used in their functional specialties.

C-1.5.2.3 Minimum Vehicle Operator Qualifications

Before onset of performance, SP equipment operators shall hold a valid driver's license as defined by the State of North Carolina as required for driving any motor vehicle on the MCAS including electric carts.

C-1.5.2.4 Standards of Conduct

The SP shall not employ any person whose employment under this Award could in any way result in a conflict of interest with the mission of the Depot. All personnel, employed by the SP in the performance of this Award, or any agent of the SP entering the Government installation, shall obey all regulations of the MCAS and the Depot.

The Government reserves the right to deny access to any SP employee to enter the Depot if his or her presence would be detrimental to the Depot's mission or performance of work in this PWS. Furthermore, the Government reserves the right to require removal of any SP employee from the job site who endangers persons or property or whose continued employment is inconsistent with the Depot's mission. In such cases, the DGR will advise the SP of the reason for requesting an employee's removal or withdrawing his authorization to enter the installation.

The SP shall be responsible for employee competency and conduct and for disciplinary actions with respect to their employees. The removal from the job site of SP personnel shall not relieve the SP of any of the requirements in the PWS.

C-1.5.2.5 Dress Code & Grooming Standards

The SP shall ensure that all personnel assigned to the Depot maintain a standard of grooming and personal appearance that is appropriate with their positions in a Government facility. *NAVAIRDEPOTNOTE 12000_ Proper Wearing Apparel for NAVAIRDEPOT Employees* outlines standards of dress, grooming, and character.

C-1.5.2.6 Use of Drugs & Alcohol

The SP shall establish a program that provides for a drug free workplace for its employees. Note: *NAVAIRDEPOTINST 5355.1_ Drug Free Workplace Program* provides a model for such a program but applies to Federal Civilian employees only.

While performing under this PWS on Government property or elsewhere, SP personnel shall not:

- Possess or use alcoholic beverages
- Possess, use (unless specifically prescribed by a licensed physician for medical treatment), or distribute controlled substances.

The SP shall remove from duty any employee who is:

- Incapacitated
- Under the influence of alcohol, drugs, or other incapacitating agents
- Distributes controlled substances.

The SP shall not return that employee to duty until he or she is fully able to perform normally assigned duties. Illicit use or distribution of controlled substances may lead to prosecution. Removal of employees for such causes does not relieve the SP of any of the requirements in this PWS.

C-1.5.2.7 Smoking

The NADEP prohibits smoking in all buildings and authorizes it only in specifically designated areas. This prohibition includes no smoking while traveling from one NADEP location to another while walking or in a government vehicle.

C-1.5.2.8 Staffing**C-1.5.2.8.1 List of Employees**

The SP shall provide the DGR a list of all employees who will perform under this Award 30 days before start of Award performance. The list shall contain the SP's

name and Award number and for each employee his or her full name, Social Security Number, job, work assignment, applicable licenses and endorsements, and work site. The SP shall notify the DGR, in writing, of any addition, deletion, or changes to the list of employees within 3 calendar days of any change in accordance with (IAW) *NAVAVNDEPOTINST 5500.1, Security Manual*.

See TE 1.1/CDRL A002 – List of Employees for detailed requirements.

C-1.5.2.8.2 Proof of U.S. Citizenship

No employee or representative of the Service Provider shall be admitted to any facility of the U. S. Navy unless satisfactory proof of citizenship of the United States has been furnished. (Note: Waivers will be considered by the U.S. Navy for SP personnel possessing unique skills or knowledge. Case by case determinations will be made based on SP's request and adequate justification.) Proof of U.S. Citizenship is required 30 days before start of Award Performance. See TE 1.1/CDRL A003 – Proof of U.S. Citizenship for detailed requirements

C-1.5.2.9 Prerequisite Training

SP employees shall have all requisite training, experience, certification, and state licenses to perform the work successfully by commencement of performance. Examples are respirator training, cardiopulmonary resuscitation (CPR), and Environmental Protection Agency refrigerant recycling. Additionally, the SP shall train its employees sufficiently in environmental protection and safety to ensure compliance with all applicable federal, state, and local laws and Department of the Navy and Depot regulations required in this PWS.

Table 1.5.3.9 outlines the training requirements and certifications for major functional requirements as identified by the PWS.

Table 1.5.3.9 – Training Requirements Related to Major Functional Requirements

PWS Major Functional Requirement	Confined Space Entry	Welding Certification	Forklift License	Aerial Lift License	Respirator Certification	Acetylene Gas Welding	Silver Soldering	Soldering	EPA Refrigerant Recycling	Lockout/Tagout	CPR	Ground Support Equipment	Laser Certification
Utilities Operation & Maintenance Services	X		X	X		X	X	X		X	X		
Manufacturing & Installation Services		X	X	X	X	X	X	X	X	X	X		X

PWS Major Functional Requirement	Confined Space Entry	Welding Certification	Forklift License	Aerial Lift License	Respirator Certification	Acetylene Gas Welding	Silver Soldering	Soldering	EPA Refrigerant Recycling	Lockout/Tagout	CPR	Ground Support Equipment	Laser Certification
Inspection, Testing, & Certification Services		X	X	X	X	X	X	X		X	X	X	
Reactive Maintenance Services	X	X	X	X	X	X	X	X	X	X	X	X	X
Preventive Maintenance Services	X	X	X	X	X				X	X	X	X	X

C-1.5.2.10 Security Clearances

SP personnel do not need access to classified information. However, within 30 calendar days of Award, the SP shall review and comply with requirements in *NAVAVNDEPOTINST 5500.1, Security Manual* concerning SP personnel who may need access to restricted areas, sensitive information, and sensitive unclassified systems.

C-1.5.3 Operating Hours

C-1.5.3.1 Normal Depot Operating Hours

Normal Depot Operating Hours are: first-shift, 0630 hours to 1500 hours; second-shift, 1530 to 2345 hours; and third-shift, 2300 hours to 0700 hours. These hours may be adjusted based on production scheduling demands or change in Depot policy. First shift work schedule includes a 30-minute meal break; second shift includes a 15-minute meal break. Third shift schedule does not include a meal break. The SP shall perform the requirements of this PWS during all three shifts. (See Section C-5.1.2 for a chart that depicts the historical distribution of IM work during the three shifts.)

Note: Normal Depot Operating Hours are for typical operating conditions. MCAS force protection provisions affect Depot operations in that some employees report for work up to 30 minutes prior to or after normal working hours and for periods as directed by the MCAS provost marshal.

Force protection requirements will affect gate access and procedures for identification and vehicle inspection. The provost marshal provides advance notification of such changes. The SP personnel shall plan according to changes mandated due to force protection requirements.

C-1.5.3.2 Federal Holidays

Federal holidays are:

- New Year's Day
- Martin Luther King's Birthday
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day.

Should a federal holiday fall on Saturday, the Friday immediately before is considered the holiday; if a federal holiday falls on Sunday, the Monday immediately following is considered the holiday.

Consistent with the Department of Labor wage determination and regulations governing paid federal holidays, the SP shall provide these federal holidays to SP personnel.

C-1.5.3.3 Extended Depot Operating Hours

In performance of this Award, the Government may require the SP to work extended Depot operating hours (hours other than those described in Normal Depot Operating Hours) as required to support Depot operations. This includes pre or post-shift work as well as work performed on Saturdays, Sundays, or federal holidays.

As defined below, this PWS identifies two categories (planned and unplanned) of extended Depot operating hours work requirements. The workload for extended Depot operating hours worked is not included separately in the workload data in Section C-7.2 "Forecast". The Government estimates extended Depot operating hours work to be approximately 7200 staff hours per annum.

The Government estimates the mixture of work requirements during extended Depot operating hours is similar to that required during normal Depot operating hours. The SP shall schedule numbers and skills of employees for extended Depot operating work to reflect actual work requirements.

C-1.5.3.3.1 *Planned Extended Depot Operating Hours*

The Government may require the SP to perform planned extended Depot operating hours work. The DGR will notify the SP at least 24 hours in advance of any planned extended Depot operating hours work requirements. The SP shall include this planned extended Depot operating hours work as part of its firm fixed price (FFP). Based on historical data, the Government estimates the planned extended Depot operating hours work to be 6,480 staff hours per annum. The Government will not compensate the SP for these 6,480 staff hours under the Time and Materials Indefinite Delivery Indefinite Quantity (IDIQ) Contract Line Item Numbers (CLINs).

C-1.5.3.3.2 *Unplanned Extended Depot Operating Hours*

The Government may require the SP to perform unplanned extended Depot operating hours work with less than 24 hours advance notice under the following conditions:

- In circumstances determined by the Government to be extenuating.
- In emergencies (e.g. fire, civil disturbance, disasters, destructive weather, military alert, or an aircraft crash)
- Any crisis declared by the National Command Authority.

The DGR will issue a written Delivery Order to the SP for any unplanned extended Depot operating hours requirement. The Government will compensate the SP for any unplanned extended Depot operating hour requirements under one of two sub-CLINs under the Time and Materials Indefinite Delivery Indefinite Quantity CLIN. For compensation under either sub-CLIN, the SP shall provide substantiation of the extent of aforementioned work performed using overtime (i.e., at least time and a half) versus additional resources on straight time. The Government does not envision requiring such work to exceed 720 hours per annum.

C-1.5.3.4 **Depot Shutdown**

Marine Corps Air Station Order (MCASO) 5300.2_ MCAS Work Force Dismissal/Excuse Due to Emergency Weather and *NAVAVNDEPOTINST 3140.1_ Destructive Weather Plan* governs MCAS and Depot closure for weather. Personnel may access the Depot information numbers (252) 464-8333 or (252) 466-2911 for information on delays in reporting for duty and base closures⁴. Local radio and TV stations also may broadcast bad weather notification. The essential nature of IM Services may require the SP to report for work during Depot shutdown. The Government may specify circumstances in which the SP is notified not to report to work during the Depot shutdown or during normal working hours.

⁴ These numbers are active only during emergency weather conditions.

C-1.5.4 Interaction with Other Organizations

C-1.5.4.1 **Customer Liaison**

The DGR is the SP's designated liaison for internal and external Depot customers.

C-1.5.4.2 **Interactions with Other Organizations**

The Depot workforce is a mixture of Government and contractor entities. The SP will normally interface directly with the Government. However, there are situations when the SP shall be required to work, coordinate, or interface with Government and contractor personnel in normal work situations. Examples of these organizations include:

- Information Management
- MCAS Hazardous Material Control and Management Section
- MCAS Public Works
- Express Shipping Services (FedEx, UPS, Airborne Express, etc.).

In no case shall the SP direct contract personnel.

C-1.5.5 Quality Assurance & Quality Control

C-1.5.5.1 **Government Quality Assurance**

The Government will evaluate the SP's performance IAW its *Quality Assurance Surveillance Plan (QASP)*⁶. For the requirements in Section C-5, the Government may use any method or any combination of methods specified in its QASP to inspect SP services. These methods include:

- Direct observation
- Periodic inspection
- 100% inspection
- Validated user/customer complaints
- Periodic sampling
- Random sampling.

⁵ These numbers are active only during emergency weather conditions.

⁶ The Government will provide the QASP to the SP upon Award.

In addition, the Government may use other surveillance methods (such as those provided for in the Inspection Services Clause of the Solicitation) during performance of this Award. The Government reserves the right to choose the inspection methods it uses in its quality assurance program and to vary the inspection methods used during the work, without notice to the SP. The Government will monitor customer satisfaction. Customer dissatisfaction or complaints may lead to surveillance of tasks not listed and not specifically targeted in the QASP.

When a Government Quality Surveillance Specialist (QSS) determines that the SP's performance is not IAW the requirements of the PWS as measured by the QASP, he or she will inform the SP's on-site manager or alternate. The QSS may request the SP take corrective action. When the QSS requests corrective action, the SP shall notify the QSS in writing within 24 hours that the SP has corrected the discrepancy and discuss the remedy for the discrepancy. If the discrepancy is such that it will take longer than 24 hours to correct, the SP shall submit a schedule of corrective action to the QSS. (See TE 1.1/CDRL A004 – Discrepancy Correction for detailed requirements.)

The SP's on-site manager shall attend performance evaluation meetings with the DGR every two weeks during the transition period and for the first 4 months of the full performance period. Thereafter, the DGR will schedule the periodic performance evaluation meetings with the SP's on-site manager or alternate. For these periodic meetings, the DGR will provide the SP at least 1 working day notice. However, the DGR may require the SP's on-site manager or alternate to attend a meeting with less notice anytime it issues a Contractor Deficiency Report (CDR).

C-1.5.5.2

SP Quality Management

The SP shall be AS9100 registered by an independent 3rd party ANSI-RAB certified registrar before the beginning of the first period of performance under this Award. The SP shall obtain AS9100 registration for particular work performed under award within 6 months after start of performance. The SP shall maintain its AS9100 registration current and without lapse for the work performed under the award throughout the period of performance.

The SP shall also maintain its quality management system (QMS) to be interoperable with the Depot's AS9100 registered QMS⁷ throughout the period of performance. This helps ensure the SP will be a co-equal participant in the accomplishment of the Depot's mission.

⁷ The Depot's quality program includes detailed procedures for each process in the organization. However, these proprietary Standard-Operating Procedures (SOPs) are a part of the Government's own bid and thus are not available. However, the Government will provide it's the-current SOPs to the SP at the time of Award as well as any subsequent approved changes. The Governments Quality Manual is available as *NAVAVNDEPOTINST 4855.1, Naval Air Depot Cherry Point Business Management System Manual*.

The SP shall document in its QMS how it shall implement and maintain quality throughout the period of performance. In doing so, the SP shall have a quality manual, procedures (e.g., SOPs), work instructions (e.g., desk guides), and requirements for supporting technical data and records for the work described in this PWS. By following its QMS, the SP shall ensure it provides quality services; i.e., it meets within agreed-upon costs all requirements of the PWS including all technical and timeliness standards.

The SP shall submit draft QMS documentation per instructions of Section L of the Solicitation. Within 30 days after Award, the SP shall submit its then-current QMS documentation for approval to the DGR. The DGR will notify the SP of acceptance or required modifications to the QMS within 7 calendar days of receipt. The SP shall make any necessary modifications at no additional cost to the Government and submit any revisions within 7 calendar days after notification. (See TE 1/CDRL A005 – Quality Management System.)

During the period of performance, the SP must submit any QMS changes to the DGR for concurrence within 7 calendar days of change implementation. The DGR will notify the SP of acceptance or required modifications to the revised QMS within 7 calendar days of receipt. The SP shall make any necessary modifications at no additional cost to the Government and submit any revisions within 7 calendar days after notification. (See TE 1/CDRL A005 – Quality Management System.)

The SP shall perform all audits, inspections, and verifications necessary to ensure that its work meets the technical and timeliness standards and agreed-upon costs herein. Failure to gain approval of its QMS does not excuse the SP from its obligation to perform the requirements of this PWS. Finally, the SP is responsible for all costs associated with quality related rework.

The SP shall participate in Depot's internal AS9100 audit program; i.e., the SP shall:

- Stand for all internal semiannual Depot audits
- Provide knowledgeable personnel to answer internal auditors' questions
- Respond fully to requests for access to SP AS9100 documents.

C-1.5.5.3

Quality & Customer Relationships

While customer satisfaction is often measurable, a less intangible aspect of quality is the customer's perception as to whether an SP has met the customer's requirements. For its part, the Government will use customer information throughout the period of performance as applicable to assess customer satisfaction with the SP's work. The SP shall in turn monitor information relating to customer

perception as to whether the SP has met customer requirements.⁸ The SP shall address in its QMS the methods for obtaining and using this information.

C-1.5.6 Security & Preparedness

C-1.5.6.1 Installation Regulations

All SP personnel employed in performance of this Award or any representative of the SP, entering the MCAS or Government spaces off-site shall abide by *Marine Corps Order (MCO) 5510.15, Security of Marine Corps Installations and Resources*.

C-1.5.6.2 Security Indoctrination

The Government will provide security indoctrination (about 4 hours) for new SP personnel within 30 calendar days after their arrival. This training shall include general security education, operations security (OPSEC) awareness, and information systems security. The Government does not envision the SP will need access to classified information in the performance of its work. The security indoctrination is to ensure that if SP personnel inadvertently gain access to classified or sensitive information, they will know how to safeguard it.

C-1.5.6.3 Badges & Passes

To gain access to the MCAS, each SP employee must have and present an appropriate badge and if accessing the MCAS by motor vehicle, an appropriate vehicle pass (i.e., a temporary day pass or base decal). The MCAS will provide temporary day passes for Government and private sector SP personnel and permanent⁹ vehicle passes for private sector SP personnel. The Depot will provide permanent vehicle passes to Government SP personnel only.

Both the MCAS and the Depot will issue vehicle passes only if an SP employee has a valid driver's license, vehicle registration, license plate, and appropriate liability insurance. Note: Motorcyclists and bicyclists must wear approved helmets and reflective vests to access and ride on the MCAS.

Current Government SP employees can use their Depot ID badges and Depot decals to access the MCAS. However, under current force protection procedures, MCAS access requirements for private sector SP personnel are different than for Government SP employees.

For private sector SP personnel who need entry onto the MCAS under a 30-day or shorter contract, the MCAS will issue temporary personnel badges and vehicle passes based on a review and acceptance of the following documentation:

⁸ As required by American National Standard, Quality management Systems-Requirements, ANSI/ISO/ASQ Q9001-2000, Section 8.2.1, Customer Satisfaction, An American National Standard Approved on December 13, 2000.

⁹ I.e., on an annual basis or until the end of the contract whichever is shorter.

- A company sponsorship letter¹⁰
- A photo identification card issued by the Federal Government (e.g., retired military ID card) or a state agency (e.g., drivers license).

For private sector SP personnel who need entry onto the MCAS under a 31-day or longer contract, the MCAS will issue or reissue personnel badges (a green contractor badge) and vehicle passes (white contractor decal) based on a review and acceptance of the following documentation:

- A company sponsorship letter
- A photo identification card issued by the Federal Government (e.g., retired military ID card) or a state agency (e.g., drivers license)
- Criminal record check¹¹ (Not required for reissues or reverification of DoD security clearance)
- Proof of current residence (e.g., a rental agreement or utility bill) if not the same as that on drivers licence (Not required for reissues).

To gain access to the Depot, each SP employee must also have a Government-issued Depot employee badge. Depot employees must meet the same documentation criteria as for MCAS access. The Depot Badge & Decal Office will provide SP personnel with required Depot employee badges upon review and acceptance of that documentation.

SP personnel shall display their Depot employee badge at all times when entering and leaving a Depot gate and while inside the Depot. SP personnel shall wear the badge on the outside of all garments either on a breakaway neck lanyard on the front of the body above the waist or on the left side of the upper torso. Private sector SP personnel must also show their MCAS Green Contractor ID card along with their Depot ID card.

¹⁰ A company sponsorship letter must include: the company identified in the letterhead, the contract (i.e., award) number, contract expiration date, reason for access, Government point of contact, company point of contact, and title and signature of the requesting company official. Contact information must include phone and fax numbers. Cellular phone numbers are not acceptable.

The letter must also include for each visiting employee: the employee's full name, Social Security Number, job title, date of birth, place of birth, and clearance (if any), citizenship, dates for which access is required, and justification for photography and flight line access (if required).

If a foreign national is a legal alien, then the letter must include a legible front and back copy of the person's work visa or green card. Neither the MCAS nor the Depot will authorize any foreign national without a work visa or green card to visit without the company going through appropriate U.S. State Department channels.

¹¹ A criminal records check must be issued by a state or local government, include a minimum of 2 years history, and be no more than 30 days old. Criminal records checks are available from a variety of commercial Web-based services and from the local clerk of the court. If the SP employee has not been at his or her current residence for at least 2 years, the employee must obtain criminal records checks from prior residences to meet the 2-year requirement.

The Depot will not allow SP personnel to work in the Depot if they do not display their Depot badge appropriately. MCAS badges will not enable SP employees to enter the Depot.

Other requirements include:

- The MCAS will confiscate from an SP employee all old previously-issued MCAS yellow, Polaroid identification cards issued by the Defense Enrollment Eligibility Reporting System/Real-time Automated Personnel Identification System (DEERS/RAPIDS) Office. These cards are obsolete and no longer authorized.
- SP employees who are military retirees or military dependents will adhere to the above guidelines for private sector employees. The only exception will be vehicle pass requirements if they will already have one as a military service member or dependent.
- Private sector SPs shall be responsible for arranging visits to the NADEP for other personnel from their companies. The SP shall ensure that Depot Badge and Decal Office receives a company sponsorship letter at least 72 hours before the visit. The Depot Badge and Decal Office will screen and process each company's visit request; and daily provide a list of approved visit requests to the MCAS Pass & ID Office. Visitors shall comply with identification and vehicle requirements as above to gain access to the MCAS or Depot.
- No SP Employee shall meet and/or escort contractors/vendors from the MCAS Main Gate into the Depot without the command having a prior notification and authorization granted for a visit request. Specific situations, work stoppage and/or emergencies will be addressed on a case-by-case basis with the Depot Security Officer.

The Government shall exercise full and complete control over granting or denying employee badges and passes. The SP shall account for all Government passes and security identification badges issued to SP personnel. The SP shall ensure that all departing SP personnel turn in passes and employee badges to Depot Security Division by close of business on the employee's last day of work.

C-1.5.6.4 Physical Security

The Government currently provides for the safety of its employees and for security at the Depot facilities. However, the Government is not responsible for any loss or damage to the SP's or its personnel's equipment and belongings; nor is the Government responsible for any costs that result from such loss or damage.

The SP shall safeguard all Government-furnished property. The SP shall ensure its employees do not remove Government property from the Depot without the written permission of the DGR. The Government considers the SP's failure to comply with this requirement to be cause for employee removal in addition to any other actions the Government may take.

The SP shall establish and implement methods of ensuring all keys and keycards issued by the Government to the SP are not lost, misplaced, or used by unauthorized persons. The SP shall not duplicate keys issued by the Government to the SP. The SP shall report the occurrence of a lost key or keycard immediately to the DGR.

The SP shall prohibit the use of Government issued keys or keycards by any persons other than the SP's employees. In addition, SP personnel shall not grant access to any locked area, or any area identified as "Off Limits", to persons other than employees of the SP who are engaged in the performance of assigned work in those areas. Additionally, the SP shall establish and implement methods to ensure employees do not reveal any lock combination to unauthorized persons.

SP personnel shall not loiter in any work area of the Depot. SP personnel shall depart the Depot within 30 minutes of completion of their assigned shift or duties.

In protecting Government or SP property, the SP may secure individual toolboxes and lockers. The SP shall maintain a key system that allows access in case individual keys are lost or damaged. However, the SP shall not secure any NADEP workspaces or equipment rooms without permission from the Government. When the SP desires a workspace secured, the Government will provide the SP keys or keycards as appropriate.

C-1.5.6.5 Network Security Requirements

SP personnel shall complete and provide the following documents for network access:

- NAVAVNDEPOT CP Computer Access Request
- Criminal Record Check (CRC)
- Information System Security Awareness Agreement
- Classified Information Non-Disclosure Agreement.

The SP shall allow 7 calendar days from the time all appropriate paperwork has been completed and submitted to the Information Security Office /Information Systems Security Manager (ISSM). The SP shall route this paperwork through the DGR. This will allow the Government time to provide the required computer network access and passwords. The SP will report all deaths or terminations of employment within 3 calendar days, in writing, to the Information Security

Officer and ISSM via the DGR. (See TE 1.1/CDRL A006 – Network Security Requirements.)

C-1.5.6.6 Disclosure of Activities or Information

The SP or its personnel shall not disclose or disseminate any information concerning the operations of the Depot or MCAS that could result in, or increase the likelihood of, a breach of security or interruption of operations. The SP shall ensure all SP personnel are aware of requirements to protect classified and sensitive information.

C-1.5.6.7 OPSEC Reviews

The Government will conduct a security review of all information about the Depot that the SP intends to report or publish outside the Depot. This requirement specifically applies to all forms of information about the Depot, including information posted on web sites, audiovisual materials, press releases, advertising, and documents produced for scholarly purposes. The SP shall submit to the DGR a copy of the information, presented in release form, along with information on the intended distribution channel for that information. The Government will respond to the SP's request with an approval, disapproval, or approval with changes within 30 days of the SP's request for a security review. (See TE 1.1/CDRL A007 – OPSEC Reviews for detailed requirements.)

C-1.5.6.8 Fire Prevention

The SP shall become familiar with Depot fire prevention and reporting in *NAVAVNDEPOTINST 11320.1, Fire Protection Plan*. The SP shall be cognizant of and observe all requirements for handling and storage of combustible supplies and material IAW this instruction. The SP shall report fires by telephoning emergency personnel at "911" and reporting the nature of the fire and Depot grid location.

C-1.5.6.9 Disaster Preparedness

The SP shall take all actions as required by *NAVAVNDEPOTINST 3140.1, Destructive Weather Plan*. This includes, but is not limited to making all preparations for scheduling affected SP personnel.

C-1.5.7 Safety & Health

C-1.5.7.1 Safety

The SP shall maintain a safe work environment in Depot work areas IAW *NAVAVNDEPOTINST 5100.2, Occupational Safety and Health Manual* and other requirements as set forth in this Award. If the SP fails or refuses to promptly comply with safety requirements, the Government may issue an order stopping all or any part of the work until the SP takes satisfactory corrective action. The SP

shall not present claims for time extensions nor increased costs when a Government order results in work stoppage.

C-1.5.7.2 Mishap Reporting

After dialing “911” to report the mishap, the SP shall immediately report all PWS related mishaps to the Depot Safety Office via the DGR. Within 2 working days of the mishap, the SP shall prepare and submit a *CP 5102/1, Mishap Report Form* to the Occupational Safety and Health Office (Code 8.4.4). The SP shall submit this report for any incident that involves employee injury, no matter how slight, or for any “near miss” incidents where there could have been injury.

Within 2 working days of a mishap involving property or material damage, the SP shall prepare and submit a *CP 5100/2A, Property Damage Report Form* to the Occupational Safety and Health Office (Code 6.8.810). Chapter 6 of *NAVAVNDEPOTINST 5100.2, Occupational Safety and Health Manual* further explains the procedures the SP shall follow in case of a mishap. See TE 1.1/CDRL A008 – Mishap Reporting for detailed requirements.

C-1.5.7.3 Control of Mishap Scene

In case of accident or mishap, the SP shall take control of the scene to prevent further injury to persons or damage to property. The SP shall also pre-serve evidence until released by the accident or mishap investigative authority or commander on the scene. If the Government elects to conduct an investigation of the accident or mishap, the SP shall cooperate fully and assist Government personnel in the conduct of such investigation until the investigation is complete.

C-1.5.7.4 Emergency Medical Care

The SP is responsible for the protection and treatment of SP employees suffering on-the-job illness or injury. The SP shall report medical emergencies by calling emergency personnel at “911” and providing information on the nature of the emergency and Depot grid location.

Only emergency medical care is available in Government facilities to SP employees who suffer on-the-job illness or injury. The Government, at its discretion, may require reimbursement from the SP employee or the SP for any emergency medical care.

C-1.5.8 Vehicle & Equipment Operations

The SP shall operate motor vehicles and equipment in any area serviced by the SP under the requirements of this PWS IAW applicable laws and regulations. If a call to “911” is necessary, SP personnel shall report all vehicle and equipment accidents associated with this PWS to Depot security, public safety personnel, and the DGR as soon as safety allows.

Before any SP staff member operates mobile material handling equipment (MHE), he or she shall conduct an operational check of the equipment IAW *Naval Aviation Depot Cherry Point (NAVAVNDEPOTCP) Form CP11200/2 (Rev 1/91)*, *Motor Equipment Utilization Record Vehicle Maintenance Checklist Section* as appropriate.

C-1.5.9 Transition Period

There will be a 30-day transition period between Award and the required commencement of full performance in the base performance year. The transition period shall be no longer than 30 calendar days. However, the Government may opt to delay commencement of the transition up to 6 months after Award.

The purpose of the transition period is to:

- Observe work accomplished by in-house Government and contract employees
- Become thoroughly familiar with work requirements and work procedures
- Comply with the Right of First Refusal clause of the Award
- Complete hiring of trained and experienced personnel to assure satisfactory performance by the date that full performance is required to commence.

Note: Prospective offerors shall not solicit Government personnel for employment during their duty hours unless they make interview arrangements through the Contracting Officer.

C-1.5.10 Transition Period Access

During the transition period, the Government will provide access to SP personnel to familiarize them with facilities, equipment, and procedures. In addition, SP personnel shall have access to perform joint property and equipment inventories and to transfer equipment and property to the SP's equipment and property custodians. To preclude any interference with operations during the transition, the SP shall arrange access with the DGR.

C-1.5.11 Transition Plan

Within 30 days of Award, the SP shall submit its then current Transition Plan to the DGR. See TE 1.1/CDRL A009 – Transition Plan for detailed requirements.

C-1.5.12 Technical Data, Processes & Inventions

All hardware, software, technologies, processes, and techniques that the SP develops under this PWS are the property of the Government. The SP shall not use, disclose, or otherwise appropriate any technical data, processes, or inventions

developed during the period of performance of this Award, unless the SP obtains written permission from the DGR. The SP shall use *DD Form 882, Report of Inventions and Subcontracts* to obtain permission. See TE 1.1/CDRL A010 – Report of Inventions and Subcontracts for detailed requirements.

C-1.5.13 Travel

The Government may require occasional travel by SP employees. For example, a fleet customer may need the on-site expertise of SP employees skilled in load test and certifying aircraft restraints. For example, a fleet customer may be in Japan. The SP employees would take a 7-10 day trip to perform load testing and certification. The Government expects 5-10 trips per year.

If the Government requires the SP to travel outside the MCAS, the SP shall be reimbursed for actual allowable, allocable, and reasonable travel costs incurred during performance under this contract IAW *Joint Travel Regulations (JTR), Volume 2, Department of Defense Civilian Personnel; Current Edition*. Travel under this award shall bear no fee, and must be pre-approved.

C-1.5.14 Standing for External Audits

As a Government entity, the Depot participates in a variety of audits (including investigations and inspections) by outside agencies. As an integrated component of Depot operations, the SP shall stand for all external Depot audits¹². In doing so, the SP shall provide knowledgeable personnel to answer auditors' questions and respond fully to requests for access to SP records.

The SP shall resolve all audit issues to the Government's satisfaction. If an audit issue stems from deviation from requirements of the contract or letter of obligation, then the SP shall resolve the issues in accordance with the SP's QMS provisions. If an audit issue is outside requirements of contract or letter of obligation, then the Procurement Contracting Officer (PCO) will resolve the issue in accordance with the Changes Clause.

¹² E.g., audits include General Accounting Office (GAO), Inspector General (IG), AS9100 registrar, Aviation Maintenance Management Team (AMMT), Naval Investigative Service (NIS), or other official investigation. Audits are scheduled (e.g., annually for the AMMT or semiannually for the AS9100 registrar) or unscheduled (e.g., GAO or IG). The audit duration and scope are variable and thus the impact on the SP not readily predictable. Known scheduled audit requirements are included in Section C-5.

Term	Definition
D-Level Maintenance	Maintenance done on material requiring major rework or a complete rebuild of parts, assemblies, subassemblies, and end items, including manufacture, modification, testing, and reclamation of parts as required. D-level maintenance serves to support lower levels of maintenance by providing technical assistance and performing maintenance beyond the responsibility of O-level and I-level maintenance. D-level maintenance provides stocks of serviceable equipment by using more extensive facilities for repair than are available in lower level maintenance activities.
Employee Central	A centralized database for recording individual employee data including position descriptions, special skills, training, and leave.
Environment	Used as a general reference, environment includes the generic natural environment; e.g., weather, climate, terrain, vegetation, road conditions, etc. Environment includes those conditions observed by the system during operational use, stand-by, maintenance, transportation, and storage.
Equipment	The portion of process machinery, which is not specific to a component or sub-assembly.
Excess Material	Remainder of useable material after sufficiently completing an assigned task.
Extended Depot Operating Hours	Other than normal Depot operating hours as required to support Depot operations. This means work on Federal holidays, Saturdays, or Sundays.
Facility	A building, structure, or other real property, including utility systems, pavement, and land, including all interior and exterior facilities.
Facilities and Equipment Management Application (FEMA)	The Computerized Maintenance Management System (CMMS) which handles all aspects of equipment, resources, and facilities maintenance functions. FEMA is the Depot's implementation of a commercially available facility asset management system, MAXIMO. The Depot's system is MAXIMO 4i. Information on MAXIMO software is available from MRO Software, a leading provider of solutions for strategic asset management in Bedford, MA. MRO's web site address is www.mro.com
Facilities Management System (FMS)	A stand-alone fiber optic network that provides for continuous condition monitoring and control of systems and subsystems throughout the Depot. FMS is the Depot's implementation of a commercially available facility building automation system, Metasys. The Depot's system is Metasys 11.0. Information on Metasys software is available from Johnson Controls, a leading provider of systems that control energy use, heating, ventilation, air conditioning, lighting, security, and fire management. Johnson Controls is headquartered in Milwaukee, WI and their web site address is at: www.jci.com
FEMA Work Order	Request for service generated electronically through the FEMA system (see work order).
Guard Mail	Internal mail system.
Hazardous Materials	Any material, which because of its quantity, concentration, physical, chemical, or infectious characteristics, may pose a substantial hazard to human health or the environment when released or spilled.
Hydronic	A system of heating or cooling that involves transfer of heat by a circulating fluid (as water or vapor) in a closed system of pipes.

Term	Definition
Inspection	The examination and testing of supplies and services, including raw materials, components, and intermediate assemblies, to determine whether they conform to specified requirements.
Interface	<ol style="list-style-type: none"> 1. Software and hardware that converts data from a device (computer, simulator, or stimulator) into a format usable by other devices. 2. Interaction between the SP and other agencies, contractors, etc.
Jobsite	Temporary work location
Limited Engineering	<ol style="list-style-type: none"> 1. Assistance rendered by an artisan in the design and manufacture of simple to complex products to include rough sketches and advice regarding material application, cost effectiveness, durability, practical application, and feasibility of design. 2. The decision-making process for procedures and processes routinely used at the artisan level in the design and development of less complex job requirements.
Local Engineering Specification (LES)	Establishes or modifies existing engineering requirements of a recurring or continuing nature, such as standard operating, maintenance, or inspection/test instructions.
Max	Maximum
Mishap	<ol style="list-style-type: none"> 1. Personnel- Loss of life or any bodily injury that requires medical treatment. 2. Equipment or Materials- Any loss or damage to property other than normal wear and tear that would cost the Government \$100 or more to repair or replace
Non-Conforming Material/Parts	Material or parts that do not fulfill a specified requirement.
Normal Depot Operating Hours	Monday – Friday from 0630-1500 (i.e., regular day shift hours or 1 st shift), from 1530-2345 (i.e., night shift regular hours or 2 nd shift) and from 2300-0700 (i.e., 3 rd shift)
Plant Property	All Government-owned, controlled real and personal non-consumable property that is under control of the Depot
Preventive Maintenance	The care and servicing needed to maintain aircraft equipment, service equipment, and facilities in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects.
Process	A set of policies, practices, and procedures that define an IM Services business activity.
Q-Term	Software which allows access into the UNISYS mainframe to interface with Workload Control System (WCS) (legacy) applications
Reactive Maintenance	The actions performed to restore an item to a specified condition.
Recycle Material	Any scrap material that has a commodity value in the recyclable market.
Repair	Action taken on non-conforming product so the product will fulfill the intended usage. Repair attributes include: diagnose, troubleshoot, maintain, align, overhaul, test, etc.

Term	Definition
Repair Part Cost	Expense of a durable item which, when unserviceable can be economically restored to a serviceable condition through regular repair procedures. Repair parts are those piece parts, such as individual parts or non-repairable assemblies, required for the repair of spares or major end items.
Replacement Part Cost	Cost of an item, functionally interchangeable with another item, but physically different from the original in that the installation of the replacement requires operations such as drilling, reaming, cutting, filing, or shimming, in addition to the normal application and method of attachment.
Scrap Material	Material that has no value except for its basic metal content.
Serviceable	Still functional based on user requirements.
Sub-Assemblies	Two or more parts that form a portion of an assembly or a unit, replaceable as a whole, but having a part or parts that are individually replaceable.
Testing	Subjecting an item, system or equipment to prescribed conditions to determine if it will function per predetermined requirements.
Work Order	A document the Government provides to the SP used to inform Plant Services Division of services required. It includes the work description, location, applicable directives, instructions, and/or any other necessary information.
Worksite	Permanent/semi-permanent work area. Established.

C-2.2 Acronyms

Table C-2.2 Acronyms

Acronym	Definition
AMMT	Aviation Maintenance Management Team
ANSI-RAB	American National Standards Institute – Registrar Accreditation Board
AQL	Acceptable Quality Level
AS(9100)	Aerospace Standards
ASHRAE	American Society of Heating, Refrigerating, and Air Conditioning Engineers.
BER	Beyond Economical Repair
CDMP	Current Depot Maintenance Project
CDR	Contractor Deficiency Report
CDRL	Contract Data Requirement List
CFM	Cubic Feet Per Minute
CFR	Code of Federal Regulations
CLIN	Contract Line Item Number
CMMS	Computerized Maintenance Management System

Acronym	Definition
COB	Close of Business
CONUS	Continental United States
COTS	Commercial-Off-The-Shelf
CP	Cherry Point
CPR	Cardiopulmonary Resuscitation
CRC	Criminal Record Check
DGR	Designated Government Representative
DLCP	Daily Labor Correction Process
DODD	Department of Defense Directive
DoD or DOD	Department of Defense
EDD	Estimated Delivery Date
EDM	Electrical Discharge Machine
EEO	Equal Employment Opportunity
EPA	Environmental Protection Agency
ESD	Electrostatic Discharge
FEMA	Facilities and Equipment Maintenance Application
FMS	Facilities Management System
FOD	Foreign Object Damage
FTE	Full Time Equivalent
GFE	Government-Furnished Equipment
GFF	Government-Furnished Facilities
GFM	Government-Furnished Material
GFP	Government-Furnished Property
GFS	Government-Furnished Services
GMAW	Gas Metal Arc Welding
GSE	Ground Support Equipment
GTAW	Gas Tungsten Arc Welding
HVAC	Heating, Ventilation, and Air Conditioning
HVAC&R	Heating, Ventilation, Air Conditioning, and Refrigeration
IAW	In Accordance With
IDIQ	Indefinite Delivery Indefinite Quantity
IG	Inspector General
IPE	Industrial Plant Equipment

Acronym	Definition
ISO	International Organization for Standardization
ISSA	Inter-/Intra-Service Support Agreement
ISSM	Information Systems Security Manager
JTR	Joint Travel Regulations
kV	Kilo-volt
LES	Local Engineering Specification
LCP	Local Calibration Procedure
LP	Liquefied Petroleum
MCAS	Marine Corp Air Station
MCASO	Marine Corp Air Station Order
MCO	Marine Corp Order
MCT	Maintenance Call Tracking
MEO	Most Efficient Organization
METCAL	Metrology and Calibration
MHE	Material Handling Equipment
MILSTD	Military Standard
MRC	Maintenance Requirement Card
NADEP	Naval Aviation Depot
NAMP	Naval Aviation Maintenance Program
NAVAIR	Naval Air Systems Command
NAVAVNDEPOTINST	Naval Aviation Depot Instruction
NAVAVNDEPOT	Naval Aviation Depot
NAVAVNDEPOTCP	Naval Aviation Depot Cherry Point
NAVAVNDEPOTNOTICE	Naval Aviation Depot Notice
NAVFAC	Naval Facilities
NAVMC	Application for Government Vehicle Operators Permit
NCC	Navy Crane Center
NDI	Non-Destructive Inspection
OMB	Office of Management and Budget
OPNAV	Office of the Chief of Naval Operations
OPSEC	Operations Security
OSHA	Occupational Safety and Health Administration
PCO	Procurement Contracting Officer

Acronym	Definition
pH	Potenz Hydrogen
PIC	Process Improvement Criteria
PMI	Periodic Maintenance Information
PSE	Personal Safety Equipment
psig	Pound per Square Inch, Gauge
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QIRP	Qualified Industrial Recycling Program
QMS	Quality Management System
QSS	Quality Surveillance Specialist
RCRA	Resource Conservation and Recovery Act
SECNAV	Secretary of the Navy
SMAW	Shield Metal Arc Welding
SOP	Standard Operating Procedure
SP	Service Provider
TE	Technical Exhibit
TEI	Temporary Engineering Instructions
TMS	Training Management System
TQM	Total Quality Management
USN	United States Navy
VTC	Video Teleconference

C-2.3 Primary Government Representatives

Table C-2.3 Primary Government Representatives

Position/Title	Primary Responsibilities
Designated Government Representative (DGR)	The Government employee designated by the PCO to interface with the SP on all technical or procedural issues pertaining to this award. The DGR cannot deviate from terms of the award unless authorized by the PCO. The DGR may delegate approval authority for technical and procedural items to others as appropriate.
Procuring Contract Officer (PCO)	The sole individual authorized to enter contracts on behalf of the Government.
Quality Surveillance Specialist (QSS)	The Government employee delegated authority for the day-to-day monitoring the quality of SP performance.

Section - 3 Government-Furnished Property & Services

C-3.1 Introduction

In accordance with the Government property clauses in Section I of the solicitation, the Government will furnish or make available to the SP without cost, certain Government-furnished property (GFP) and services (GFS). GFP consists of Government-furnished facilities (GFF), Government-furnished equipment (GFE), and Government-furnished materials (GFM). The Government provides GFF, GFE, and GFM on an "as is" basis.

GFP and GFS made available for SP use is solely for use in direct performance of the work specified in this Award. The SP shall not use any GFP or GFS provided under this Award for the performance of any other Award in effect simultaneously or at the same work site. The SP shall not move any GFP to another site or to remote sites without notifying the DGR in writing. Use of any GFP or GFS in performance of work not required by this PWS, is fraud. The Government may inspect the condition and use of all GFP during the period of performance.

C-3.1.1 Joint Inventory

The Government and SP shall conduct a joint inventory of GFE and GFF at the start of the transition period. The SP and Government shall complete the initial inventory no later than 30 calendar days after the start of the transition period. The inventory shall detail the material description and quantities of all GFE and GFF and determine the exact number, location, and serviceability of the GFE and GFF. The SP shall then certify the findings of this inventory and assume accountability for the GFE and GFF. See TE 2.1 for a list of Government-furnished facilities and TE 2.2 for a list of Government-furnished equipment.

In case of a disagreement between the SP and the Government concerning the condition of such property, the SP shall notify the DGR in writing, within 5 working days of completing the inventory. The Government will render a decision within 20 calendar days of the SP's notification. See TE 1.1/CDRL A011 – Joint Inventory for detailed requirements.

C-3.1.2 Annual Inventory

The SP shall conduct an annual inventory of all types of GFF and GFE assigned for its use. The SP will conduct these inventories 30 calendar days before the end of the base year performance period and 30 calendar days before the end of option year one and each option year thereafter. The SP shall report within 10 working days of inventory completion, the results in writing to the DGR. (See TE 1.1/CDRL A012 – Annual Inventory, TE 2.1 – Government-Furnished Facilities and TE 2.2 – Government-Furnished Equipment for detailed requirements.) This report shall include:

- Items inventoried
- Any shortages, losses, or damages that exceed normal wear and tear
- Missing items
- Items (including part numbers and serial numbers and software numbers, if applicable) furnished by the SP to replace those missing items.

The SP shall be the custodian for all GFF and GFE used in the performance of this Award and shall be governed by the requirements of *NAVAIRDEPOTINST 11016.1_ Plant Property, Inventory Control and Disposal*. The SP shall designate an individual, normally at the supervisory level, who shall be responsible for the accountability of the GFF and GFE. Responsibility is defined to mean administering of, receipting for, maintaining custody, and control of all Government-owned property allocated for use by the SP. The SP shall provide the Government any warranties and maintenance agreements for the replacement of GFF and GFE. See TE 1.1/CDRL A013 – Warranties and Maintenance Agreements for detailed requirements.

C-3.1.3 Return of Government – Furnished Property

The SP may choose to use or not use the GFP and shall notify the Government in writing of its intent. Any GFP that the SP rejects will not be available for future use by the SP. Rejection of GFP shall not relieve the SP of responsibility for performance under this Award. For any GFP rejected by the SP, the SP shall provide like replacements acceptable to the Government. This replacement shall be at no additional cost to the Government.

Except for normal wear and tear and approved alteration/modification, the SP shall return to the Government, all GFF and GFE at the end of performance in the same condition and quality as at initial inventory IAW *NAVAIRDEPOTINST 11016.1_ Plant Property Acquisition, Inventory Control, and Disposal*.

C-3.1.4 Joint Closing Inventory

Within 30 calendar days of completion of performance under this PWS, the SP and the Government shall conduct a closing inventory of all GFF and GFE. The SP shall be the custodian for all GFF and GFE used in the performance of this Award and shall be governed by the requirements of *NAVAIRDEPOTINST 11016.1_ Plant Property, Inventory Control and Disposal*. The SP shall designate an individual, normally at the supervisory level, who shall be responsible for the accountability of the GFF and GFE. Responsibility is defined to mean administering of, receipting for, maintaining custody, and control of all Government-owned property allocated for use by the SP. As the result of the closing inventory, the SP shall bring the inventory back to the level documented by the previous annual inventory. The SP shall provide the Government any warranties and maintenance agreements for the replacement GFE. See TE

1.1/CDRL A014 – Joint Closing Inventory and TE 1.1/CDRL A013 – Warranties and Maintenance Agreements for detailed requirements.

The Government will withhold final payment for work performed under this PWS until the SP has made full restitution to the Government for missing GFF and GFE.

C-3.2 Government-Furnished Property

C-3.2.1 Government-Furnished Facilities

The Government will furnish or make available to the SP the use of Government-owned or operated facilities, areas within those facilities, and fixed equipment listed in TE 2.1 – Government-Furnished Facilities and TE 2.2 – Government-Furnished Equipment. Buildings 1006, 139, and 4057 are for the use of the SP. Other facilities provide limited space reserved for industrial maintenance purposes. If not otherwise specified in Section C-5, the Government will provide maintenance of real property.

The SP shall not alter or improve GFF without the concurrence of the Government. Before the SP makes any proposed modification to facilities, the SP shall submit to the DGR documentation describing, in detail, the proposed modification. Any such alterations shall be at the SP's expense. Such alterations become the property of the Government. The SP shall return to the Government, all GFF in the same condition as at initial inventory, except for normal wear and tear and approved alterations. See TE 1.1/CDRL A015 – Government-Furnished Facilities Change Request for detailed requirements.

The SP shall report any unsafe or non-operational conditions of the GFF to the DGR within 1 day of detecting a problem. The DGR shall resolve any unsafe or non-operational conditions of the GFF within 20 calendar days of report of these conditions. See TE 1.1/CDRL A016 – Government-Furnished Facility Conditions for detailed requirements.

C-3.2.2 Government-Furnished Equipment

The Government will provide the GFE listed in TE 2.2 to the SP. The Government will make this GFE available to the SP during the transition in “as is” condition. In addition to the GFE, the Government will provide each SP full-time equivalent (FTE) office worker a workstation consisting of desk, chair, and file cabinet in an appropriate office. For each SP FTE worker who does not work in an office, the Government will provide a workbench consisting of worktable and stool as appropriate.

The Government will also provide the necessary tools to perform the requirements of this PWS. *NAVAVNDEPOTINST 10290.1, Tool Control Program* dictates how to issue, maintain, inventory, and return tools. The SP shall return GFE to the Government in the same condition and quantity as at initial

inventory, except for normal wear and tear and approved alterations/modifications.

C-3.2.2.1**Lost, Missing, Stolen, Damaged, or Destroyed GFF & GFE**

The SP shall comply with all Government rules and regulations listed in Section C-6 and elsewhere that govern accounting for GFF and GFE if lost, missing, stolen, damaged, or destroyed while in the SP's possession.

C-3.2.2.2**Warranties & Service Agreements**

The SP shall exercise warranty or service agreements where manufacturers' commercial warranties or service agreements exist for GFE. The SP shall report difficulties in exercising manufacturer warranties or service agreements to the DGR. The SP shall not repair GFE under warranty or service agreement without Government approval. The SP shall replace or repair, at SP expense, equipment that fails during a warranty period due to not following the manufacturer's installation, operating or maintenance instructions. The Government will furnish to the SP all relevant warranty and service agreement information applicable to the GFE. See TE 1.1/CDRL A013 – Warranties and Service Agreements for detailed requirements.

C-3.2.2.3**Repair vs. Replacement**

The SP shall not replace repairable equipment without Government approval.

C-3.2.2.4**Salvaging & Reclamation**

The SP shall arrange with the DGR for salvage and reclamation of GFP that has residual value, but is otherwise non-usable.

C-3.2.2.5**Equipment Servicing & Operator Maintenance**

The SP shall perform equipment servicing and operator maintenance on GFE identified in this PWS (i.e., checking the battery charge indicator in electric carts, cleaning woodworking equipment, changing blades or drill bits, etc.). The DGR may grant exceptions to this requirement in instances where the equipment is beyond economical repair. In this situation, the SP shall arrange with the DGR for services to deliver such equipment to a location designated by the DGR for disposal.

C-3.2.2.6**Vehicle & Equipment Operation**

The SP shall be responsible for the proper operation and use of all Government-furnished vehicles and equipment. The SP shall not use gasoline for any purpose other than fueling motor vehicles. The SP shall not permit gasoline-powered vehicles and equipment inside Depot structures. In addition, the SP shall ensure that if it uses diesel-powered vehicles or equipment inside enclosed Depot structures that it routes the exhaust to the exterior of the structure.

C-3.2.2.7 Fuel

The Government will furnish operating fuels for Government-furnished equipment used in performance of requirements in this Award. The Government will not provide fuel used for transport of SP personnel between their domicile and their work place. The SP shall coordinate with the DGR for the required quantities and sources of gasoline, liquefied petroleum (LP) gas, and diesel. See TE 1.1/CDRL A017 – Fuel Quantities and Sources for detailed requirements.

The Government will furnish all fuels to power GSE at either the fuel farm location or other designated location within the Depot. The Government will provide an electronic key for each ground support GFE vehicle that uses fuel. This key records the amount of fuel obtained from the fuel farm. For other GSE equipment using fuel, the SP shall obtain the fuel from a fuel tank or fuel truck located within the Depot as required.

C-3.3 Government-Furnished Services

TE 2.3 is a list of Government-furnished services outlined in the following section of this PWS.

C-3.3.1 Utilities

The Government will furnish the utilities that are currently installed in the GFF at no cost to the SP. Types of utilities furnished include water, electric, telephone, gas, sewer services, steam, fuel, oil, and LP gas. The SP shall not change or alter any service or component without Government review and approval. The SP shall not make utility connections to any SP-furnished equipment or system without prior Government review and written approval. The Government provides utilities for operations only in direct support of this Award.

The SP shall ensure that its employees use utility conservation practices as defined in *NAVAVNDEPOTINST 11300.2_ Energy Conservation Program*. The SP shall operate under conditions that preclude the waste of utilities.

C-3.3.2 Information Management System**C-3.3.2.1 Desktop Computing Services**

Desktop computing services include:

- Desktop (or laptop) hardware and operating and application software
- Peripheral devices
- Equipment moves, additions, or changes
- Operational monitoring
- System problem determination and resolution

- Other technical support.

The Government will provide appropriate desktop computing services to the SP for performance of requirements under this PWS. "Appropriate" as defined by the Government means "Navy/Marine Corps Intranet compliant". The SP shall use these information management services only for transaction of official business of the Depot in direct support of this Award.

C-3.3.2.2 Network Support Services

The Government will provide network support services to include appropriate access to networks, network services, and corporate applications. The Government will provide Internet and e-mail access on a case-by-case basis.

The Government will also provide applications programming services. Such services include developing, maintaining, and supporting appropriate Government-unique applications that the SP uses in performance of requirements under this PWS.

C-3.3.3 Telephone Service

C-3.3.3.1 Telephone Instruments & Lines

The Government will provide telephone instruments and lines that are currently located in facilities that the SP occupies at no cost to the SP. The Government will provide additional telephone lines on a case-by-case basis. The SP shall use these telephones only for transaction of official business of the Depot in direct support of this Award.

Government-furnished telephones are subject to security monitoring at all times. Use of these telephones constitutes consent to security monitoring. Pay stations are located throughout the Depot for personal calls. The caller must obtain approval from the DGR before placing a commercial long distance call on the Government telephone system not directly related to the SP's requirements. The Government may investigate any call not verified as official.

SP personnel shall not operate cellular (analog or digital) or two-way telephones within the Depot. Use of such telephones is a safety hazard as telephone electronic emissions may cause fire or explosions in certain equipment.

C-3.3.3.2 Telephone Changes & Repairs

The SP shall not move, add, or change Government-furnished telephone property or lines without the Government approval. SP personnel shall not, in any way tamper with the telephone distribution system. The SP shall notify the DGR when the telephones or telephone lines need maintenance or repair.

Upon request, the SP may install a commercial telephone line at their expense. (The requestor shall be responsible for all costs associated with installation and

maintenance, to include line and equipment installation fees, line maintenance fees, monthly billing fees, etc.) Although the Depot discourages this practice, under unique and unusual circumstances, the SP may request installation of commercial telephone lines. The requestor must submit a written request to the MCAS telephone service provider, via the DGR. The request should provide the rationale for such service, the required number of commercial lines, and required service date. Upon approval of the request, the requestor must initiate and negotiate the requested services with a commercial vendor such as MCI, Sprint, or AT&T. Since this is a commercial obligation incurred by the requestor, the requestor shall hold the Government free from liability associated with the telephone service. Upon dissolution of the performance, the SP shall be responsible for removal of all such equipment, commercial lines, etc. associated with this telephone service and discontinuance of that service.

C-3.3.4 Postal & Installation Mail

The Government will provide daily guard mail for documents generated in performance of this Award. The Government handles mail in Government franked, stamped, or express delivery service envelopes and packages. The SP shall use those mail services for official U.S. Government business only. The SP shall be responsible for mail related to internal SP activities.

The SP shall forward all misdirected mail. The SP shall deliver work-related mail for the U.S. Postal Service and express delivery services to the mailroom in Building 137. The mailroom in Building 137 will not handle any personal mail.

C-3.3.5 Refuse Collection

The Government will furnish refuse collection from assigned exterior large trash receptacles. The SP shall transport large refuse from SP facilities to the large trash receptacles. The SP shall contact the DGR if a large trash receptacle is full, the area around a large trash receptacle is not acceptable, or if pest infestation is observed. The SP may place non-hazardous trash, excluding recyclable materials in large trash receptacles.

The SP shall not place hazardous material in large trash receptacles. The SP shall contact the DGR for instructions for collecting hazardous materials.

The Government treats shop dust collected from the ventilation system in Building 83, Metal Shop, as a hazardous material. The Government will monitor trapped dust and remove it as required.

Building 84, Carpenter Shop, also has a dust collection system. The SP shall monitor the open dust collection bin and shall contact the DGR for removal when the bin is three-quarters full.

C-3.3.6 Recycling

The SP shall participate in the Depot recycling program IAW *NAVAVNDEPOTINST 5090.1_ Resource Recovery – Qualified Industrial Recycling Program (QIRP)* and shall recycle paper, cardboard, wood, plastic, and various metal products by depositing these materials in designated recycling receptacles.

C-3.3.7 Calibration & Repair

The Government will calibrate all GFE tools used for standardized measurement IAW *NAVAVNDEPOTINST 4355.1_ Metrology and Calibration (METCAL) Program*. This process is necessary to ensure precision, conformance, accuracy, and repeatability of specified manufacturer or local calibration procedure (LCP) requirements. The Government will notify the SP via the Metrology Automated System for Uniform Recall and Reporting (MEASURE) one month prior to the equipment calibration due date. The SP shall route all equipment requiring calibration to the NADEP calibration shop for service.

The SP will ensure that the Government calibrates special equipment manufactured locally such as gauges and fixtures before use. The Government will inspect and calibrate at engineering recommended intervals to ensure reliability and accuracy.

The SP employee using measurement, inspection, and test equipment shall be responsible for ensuring equipment is within the calibration due date and that it shows no signs of unusual condition that might affect accuracy. The SP shall immediately route to the calibration lab any tool dropped or otherwise damaged for inspection and re-calibration.

C-3.3.8 Police & Fire Protection

The Government will provide police and fire protection on the MCAS. The town of Havelock, NC will provide fire and police protection for SP personnel working in facilities in Havelock. In case of fire or situations requiring police protection, the SP shall notify the appropriate authorities.

C-3.3.9 Fire & Emergency Drills

The SP shall participate in Government-conducted fire, oil, hazardous waste, and other emergency drills. The Government may or may not give advanced notice of drills. The SP shall take corrective action concerning performance deficiencies in fire and emergency drills, as directed by the DGR or fire and safety personnel.

C-3.3.10 Custodial Service

The SP shall maintain the cleanliness of assigned workspaces IAW *NAVAVNDEPOTINST 4790.11_ Foreign Object Damage (FOD) Prevention Program*. The Government will provide vacuuming, pickup of small refuse, general cleaning of office space, and restroom cleanliness listed in TE 2.1. The service quality level shall be consistent with the quality level provided to all other

staff occupying other GFF. The custodial services will meet the quality requirements of the Government custodial workforce or custodial services contract that may be in place during the performance under this Award.

C-3.3.11 Pest Management Services

The Government will provide internal and external pest management for the facilities or parts thereof listed in TE 2.1. The SP shall cooperate with any regularly scheduled pest management services. The SP shall notify the DGR when such services are required.

C-3.3.12 Government-Provided Training

The Government provides approximately 12 hours of annual mandatory training for its employees in areas such as fire prevention, industrial safety, personal health and safety, and conduct while in the workplace (i.e., sexual harassment and ethics training). The Government will provide this training to the SP before full Award performance and annually thereafter. The SP shall ensure all on-site personnel participate in this training when offered. Within 60 calendar days after the Award, the Government will provide an initial training schedule to the SP.

C-3.3.13 Depot-Specific Software Training

The Government will provide SP employees training on Government-unique computer software applications such as Facilities and Equipment Management Application (FEMA), Q-Term, and Environmental Systems Solutions used in the day-to-day operations of IM. The Government will conduct the training for the SP at the Depot during transition or the first period of performance, with follow-up assistance as required. The SP shall provide on-the-job training for any new employees for the balance of the performance periods.

Within 60 calendar days after Award, the Government will provide the SP a schedule of the available training for each Government-unique computer software application. The SP is responsible for all costs associated with traveling to and from this training and for making special arrangements with the Government to gain access to the Depot for the training.

The SP shall not confuse the software applications mentioned with embedded software applications used to maintain NADEP plant equipment. Examples of these applications include Allen Bradley PLC software, Square D, Omron, and Siemens.

In addition, the Government may require SP personnel to attend special training such as training to update new database management systems or new Government-unique computer software applications. In this event, the training will take place on-site during normal working hours without any additional compensation.

C-3.3.14 Forms

The Government will provide government forms to the SP at no cost. These are standard forms currently used in performance of work under this PWS. Many of these forms are available in electronic form on the Depot Intranet. The SP shall use electronic forms when available. See online forms website: <https://cpws4/cpforms/formsgrid.cfm>.

The SP shall determine replenishment requirements for paper forms and requisition additional copies through the Government to meet operating requirements with sufficient time to preclude delay of performance. Section C-6.3 is a list of Government forms.

C-3.3.15 Personal Safety Equipment

The Government provides expendable personal safety equipment (PSE) (e.g., ear plugs, safety goggles, and gloves) as appropriate in shop areas. However, the Government will provide certain durable personal safety equipment (e.g., fall restraints) as appropriate in shop areas.

C-3.3.16 Technical Documentation

The Government will provide technical information to perform the requirements of this PWS either through the Depot Intranet, the Central Technical Publications Library in Building 137, or in satellite libraries such as the ground support equipment library in Building 152. SP personnel shall follow check in and check out procedures when using library documents.

C-3.3.17 Record Keeping

The Government will manage specific records as they result from SP-performance of PWS requirements. Section C-5 includes references to these record-keeping services. An example is the property accounting and maintenance records for ground support equipment.

The SP shall perform maintenance tasks under work orders. However, the Government will record the performance of SP maintenance, installation of modifications, and prepare equipment surveys and new work orders for SP-discovered maintenance-related problems.

Section - 4 Service Provider - Furnished Property & Services

C-4.1 Introduction

Except for that property and services stated in Section C-3 and the tools, repair parts, spares, and consumables the Government provides in Section C-5, the SP shall furnish all material and labor necessary to perform the requirements of this PWS. The SP shall meet all performance standards listed in this PWS. Unavailability of SP-furnished property shall not relieve the SP of any performance requirements.

C-4.2 Equipment

C-4.2.1 General

All SP-furnished material used in performance of this Award must meet manufacturers' specifications or Government-approved deviations. SP-furnished equipment shall meet all federal, state, and local safety and environmental requirements.

The DGR may inspect SP-furnished vehicles and equipment at any time and direct the removal of any unsafe or objectionable vehicle or equipment from the installation. If the DGR determines that SP-furnished vehicles and equipment are unsafe, the SP shall remove them from the installation and shall replace them at the SP's expense. The SP shall not use any Government-owned tools, materials, or parts to maintain SP-furnished vehicles and equipment.

C-4.2.2 Vehicle Identification

SP-furnished vehicles shall have the SP name prominently displayed on both sides of the vehicle.

C-4.2.3 Hazardous Material Transportation

SP-furnished vehicles used for transporting hazardous materials shall have the appropriate safety equipment and markings IAW all applicable federal, state, and local regulations.

C-4.2.4 Personal Safety Equipment

The SP shall provide all durable PSE (e.g., protective footwear and respirators) to SP personnel except as noted in Section C-3.3.14. The SP shall ensure that SP personnel have and properly use appropriate PSE at all times while performing under this PWS. Note: Protective footwear is an option for personnel who perform industrial maintenance work within the Depot.

Section - 5 Industrial Maintenance Services

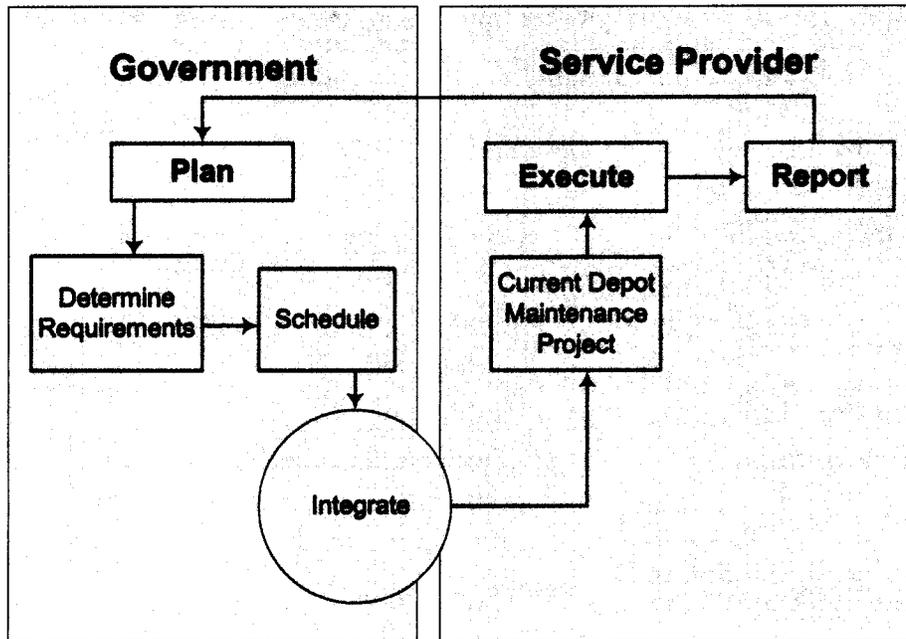
C-5.1 Introduction

C-5.1.1 The IM Process

In addition to skilled workers, the success of the Depot’s mission is largely dependent on the productive capability and capacity of the facility. Unless the facility buildings, systems, tools, and tooling are in appropriate working order when needed by Production, Depot-level maintenance cannot occur on time or possibly at all. Industrial maintenance keeps the Depot running and helps ensure mission success.

Maintenance has three essential components: planning, execution, and reporting. The Government will have responsibility for maintenance planning (i.e., planning the maintenance the SP performs). The SP shall have responsibility for executing maintenance (i.e., performing tasks specified in work orders) and reporting (i.e., work performed on each work order). The description of the IM process follows the process flow illustrated in Figure C-5.1.1.

Figure C-5.1.1 The Industrial Maintenance Process



C-5.1.1.1 Planning

Maintenance planning has two components: determining requirements and scheduling. The Government derives requirements from a number of sources. The main sources are predictive maintenance analysis (including condition monitoring), preventive maintenance analysis, customer¹³ complaints or needs, and the SP's reporting on the results of fault isolation under reactive maintenance.

Note: For some equipment and systems, the SP acts as a customer. Examples of such cases include air compressors and hoists.

In predictive maintenance analysis, the Government monitors the physical attributes of equipment or systems to determine the most appropriate time to act. In preventive maintenance analysis, the Government uses manufacturer recommendations and its maintenance history to determine when to act. In either case, the Government proactively determines the most economical action that prevents equipment or system failure and meets production requirements. In both cases, the Government tasks the SP to perform maintenance actions.

Customer complaints occur when equipment or systems fail to meet a production requirement or other functional need. The Government must then determine the cause of the complaint (i.e., by tasking the SP to perform fault isolation) and determine an appropriate reactive (i.e., corrective) maintenance action for the SP to perform. Customer needs include manufacturing requirements (e.g., tooling or shipping containers) and quality of life requirements (e.g., providing attractive, functional workspaces).

At the Depot, planned maintenance (i.e., predictive or preventive) poses less risk to production. Reactive maintenance is unplanned and therefore poses more risk to production. Planned maintenance is always more desirable than unplanned maintenance.

Scheduling is a complex process. In scheduling, the Government must integrate:

- The priority of new requirements with ongoing IM work
- The availability of appropriate tools, repair parts, spares, consumables, and technical information
- The costs of the maintenance
- Affects on production
- Most importantly, the availability of SP personnel to do the work.

Scheduling requires the balancing of new, higher priority work with ongoing lower priority work. At the Depot, the Government retains a significant staff to perform scheduling.

¹³ Customers include all the Depot Competencies, tenant activities, and other SPs.

The Current Depot Maintenance Project (CDMP) represents a snapshot at any one time of all Government-scheduled, SP-accepted work orders. TE 3.1 is a Sample FEMA Work Order. The Government work order represents a validated, prioritized maintenance requirement ensuring personnel, time, equipment, tools, repair parts, spares, consumables, technical information, and systems are available for maintenance.

The exception to the above is the work order issued by the Government to the SP for fault isolation for which material and labor requirements must await the SP's determination of the fault and the Government's determination of an appropriate maintenance action.

The Government assesses availability of personnel on whether the SP has the right number of personnel with the right skills within required completion times. Here the Government and the SP must work closely together. The Government must keep abreast of the SP's staffing and their capabilities. Likewise, the SP must report work completion accurately and in a timely manner to provide information to the Government on personnel availability.

The Government assesses the availability of tools, repair parts, spares, and consumables from levels in its stores inventories and technical information in its technical library. The Government discourages retention or use of bench stocks by maintenance artisans. Therefore, the SP shall not accumulate or use bench stock. The SP shall return all unused material to the Government upon job order completion for reissue or disposal. Bench stock does not include pre-expended bin material (e.g., fasteners and electrical connectors) or hazardous material (lubricants and solvents) that are Government-furnished but stored in SP-managed spaces.

Changing Depot production workload and the addition and deletion of equipment and systems adds to scheduling complexity.¹⁴ To account for and facilitate such changes, the SP shall work with the Government by providing its industrial maintenance expertise. In the case of workload changes, the SP's on-site manager shall meet annually with the Government on the commencement anniversary of performance. At the annual workload planning conference, the Government and SP shall work together to adjust the next year's workload projections increasing or decreasing as necessary¹⁵. See TE 3.1.1 for a Sample Workload Planning Conference Agenda. The Changes Clause of this Solicitation applies to all workload changes resulting from these conferences.

In the case of equipment and system additions or deletions, the SP on-site manager shall meet with the Government quarterly (or with emergent production requirements). At these meetings, the Government and SP shall work together, to

¹⁴ The list of Depot equipment and systems included in TE 2.2 – Government-Furnished Equipment, is current as of the date of solicitation. The range and depth of items on this list will change with production requirements and technology and process improvements.

¹⁵ This conference is not expected to exceed 1 working day.

plan and implement changes to industrial maintenance processes and SP artisan skill mix as required. Every fourth quarter, these meetings will be concurrent with the annual workload planning conference.¹⁶

On occasion, the Government may require the technical expertise of individual SP artisans to help with equipment or system engineering decisions. In that case, the Government will issue a work order to the SP for such expertise.

While maintenance is the single most indispensable service that keeps the Depot running, industrial maintenance includes other important services. These include utilities operation and maintenance; manufacturing and installation; inspection, testing, and certification; and command support. Government planning includes integration of these services and the resources to perform them into the CDMF. As described below, the SP shall also execute and report on these services.

Throughout C-5, the Government provides data on historical workload using technical exhibits. This data is raw and represents actual communication among customers, maintenance planners, and artisans. The data appears as is in the maintenance management system except for removal of personal information and inappropriate language, and acronyms expanded as practicable. Each set of data includes a ticket number, ticket date, and a problem description.

The number of work orders in each technical exhibit may not match exactly the related workload forecast in Section C-7. There are two reasons. First, customers occasionally submit more than one requirement for a single problem indicating the recorded workload over-represents the work performed. Second, artisans perform a substantial fraction of their work on verbal orders or on their own initiative indicating the recorded workload under-represents work performed. However, in most workload sets the net result approximates actual work performed.

We audited the workload in each technical exhibit. We sampled workload and sought subject matter expert advice on the amount of over- and under-reporting in each area. The result is an estimate of the amount of over- and under-reporting of each workload set. The estimate is included, as appropriate, as part of each technical exhibit with workload.

The Government is moving to correct this situation of over- and under-reporting. Under this PWS, the SP shall perform work only as provided for in a Government-developed, SP-accepted FEMA work order.

The Government does not have useful information on times associated with work orders. The data is inaccurate individually and misleading in aggregate. This is due to the practice at the Depot whereby artisans clock their time to available, sometimes standing, work orders and not always to a specific work order. This issue arises from the need to account for non-documented work and to ensure

¹⁶ This conference is not expected to exceed 1 working day.

each artisan accounts for all the time during his or her shift regardless of the actual tasks performed.

The Government is moving to correct this situation. Under this PWS, the SP shall record their actual labor hours used in completing each FEMA work order.

C-5.1.1.2 Execution & Reporting

The SP shall meet with the DGR at the beginning and end of each work shift. The purpose of this meeting is to accept new work orders and to re-prioritize ongoing work if necessary. At this meeting, the SP shall present any issues that affect timely completion of new or ongoing work. The SP shall review each new work order to ensure that all required resources are available to complete the request on time and to the specified quality level. The SP shall assign artisans with the necessary trade skills to perform the work based on the assigned completion date.

By accepting work orders, the SP agrees to and shall execute all work in the CDMP by the required date and time on each work order and to the quality standards specified in the request¹⁷. However, the Government may reschedule (i.e., re-prioritize) ongoing work in the CDMP to account for availability of SP personnel, fault isolation outcomes, material shortages, or other problems.

The SP shall monitor the status of all ongoing work in the CDMP. The SP shall record in FEMA the nature of any variance (e.g., awaiting access to a production machine) that would extend a work order beyond its specified completion time. Variance reporting begins as soon as the SP can identify problems and not after the fact. The SP shall provide status information in FEMA is current within 30 minutes of changes from plan. See TE 3.2 for FEMA Work Instructions and TE 1.1/CDRL A018 – FEMA Reporting.

As part of monitoring the status of ongoing work, the on-site manager shall participate in a one-hour weekly meeting with the DGR to discuss issues related to maintenance of critical equipment. The meeting shall address all critical equipment that has been or the Government predicts will be inoperable for more than one-day as of the day of the meeting.

Work order completion requires work acceptance by the customer. The SP shall obtain acknowledgement (i.e., a signature) from the customer specified in the work order that the SP performed the work satisfactorily. The SP shall submit to the DGR customer-signed paper copies of the FEMA work order at the end of each shift.

The Government will resolve disputes about satisfactory work order completion within 24 hours; and resolutions are up to the discretion of the Government.

The SP shall include in FEMA work order completion reports:

¹⁷ Section C-5 includes additional quality and timeliness standards for each requirement.

- Labor hours used by trade
- A complete work narrative.

In the work narrative, the SP shall provide complete and accurate remarks and appropriate choices on failure class, problem, cause, and remedy. The SP shall include in the remarks section material used or required (spares, repair parts, and consumables by part number, description, and quantity) and a description of the work performed in the case of preventive or reactive work and sufficiently detailed description of the problem and what is required to solve the problem in fault isolation work.

In closing a FEMA work order, the Government will first verify the customer signature on the paper copy of the FEMA work order. Next, the Government will review the SP-recorded information in FEMA. Then, if the customer has accepted the work as performed satisfactorily and the SP-recorded information in FEMA is complete and accurate, the Government will close the FEMA work order.

SP reporting ends with Government closure of each FEMA work order. The SP shall notify the DGR of any dispute over a FEMA work order closure by the close of business (COB) the next business day after the SP has a dispute. The Government will resolve disputes with the SP over work order completion within 24 hours; and, resolutions are up to the discretion of the Government.

C-5.1.1.3

Additional Information

The SP shall segregate, tag, and return to the Government all non-conforming spares, repair parts, and consumables identified during the execution of any work order.

The SP shall return all excess, scrap, and non-conforming material to the Government. The SP shall use the Government-provided recycling area and follow *NAVAVNDEPOTINST 4840.1*, *Material Control Manual*.

The SP shall use only materials authorized by FEMA work orders and provided by the Government. There is limited storage space in the Depot. The Depot must position Government property in open stores in every available space including GFF. These stores may include materials that artisans could use in satisfying FEMA work order requirements. However, they shall use only authorized material. The Government will monitor these open stores to ensure that no one uses them for unauthorized purposes.

In addition to reporting work order completions, the SP shall use FEMA to report new maintenance requirements to the Government; e.g., out-of-tolerance readings of plant air compressors or failures identified by the FMS. Online completion of FEMA work orders is the preferred approach. However, the SP may call in work orders in time-critical situations when a SP employee submitting a request cannot access FEMA online.

The SP shall adhere to applicable lockout/tagout procedures when maintenance activities result in the potential for any unexpected release of energy as referenced in *NAVAVNDEPOTINST 5100.2, Occupational Safety and Health Manual*. Energy sources include but are not limited to: electrical, mechanical, hydraulic, pneumatic, chemical, nuclear, gravity, compressed springs, and thermal.

SP personnel shall:

- Perform their duties IAW *NAVAVNDEPOTINST 5100.2, Occupational Safety and Health Manual*
- Wear PSE such as safety shoes, safety glasses, earplugs, respirators, face shields, and hand gloves, as appropriate
- Perform each operation as well as lockout/tagout procedures in a safe and orderly fashion
- Notify the on-site manager immediately of any near mishaps or accidents.

When the SP notes suspected misuse of equipment or systems, the SP shall submit *OPNAV 4790/108, Misuse/Abuse Report* to the DGR. See TE 1.1/CDRL A019 – Misuse/Abuse Report for detailed requirements.

The SP shall ensure that all refrigerant material is recovered, handled, stored, and disposed of IAW the Resource Conservation and Recovery Act (RCRA) and all other applicable federal, state and local laws. The SP shall recover, upon notification, all refrigerants from equipment or systems designated by the DGR for disposal. The SP shall report, on a monthly basis, used and recovered refrigerants, using the *Refrigerant Usage Report Form*. See TE 1.1/CDRL A020 – Refrigerant Usage Report for detailed requirements.

When technical assistance is necessary for part substitution, equipment modifications, and other special needs as part of performing IM services, the SP shall submit form *CP 4235/2, Service, Equipment, or Facilities Request* to the DGR. In response to the SP request, the Government will provide a Temporary Engineering Instruction (TEI) detailing special work instructions, materials, and precautions necessary for the SP to meet the requirements. See TE 1.1/CDRL A021 – Service, Equipment, or Facilities Request for detailed requirements.

The SP shall ensure all air intakes, including roof vents, near construction-related work generating dust, vapor, smoke, spray, or odors is closed and sealed within plastic before the start of work. In addition, the SP shall seal off openings that permit dust, vapor, smoke, spray, or odor to escape into adjacent spaces.

Work above occupied areas or passageways shall be avoided whenever possible. If this is not possible, the SP shall at all times adequately mark and barricade the area below the elevated work area. Under no circumstances shall the SP perform work over unprotected spaces.

The SP shall keep its job sites clean at all times. The SP shall keep clear from the job site all debris, scrap material, tools, and equipment as work progresses. The SP shall not permit hoses, power cords, materials, etc. to create tripping hazards in work areas. The SP shall maintain surfaces as level as possible. The SP must be especially diligent with housekeeping during hurricane season as wind-driven debris can injure personnel and damage property.

C-5.1.2 Requirements

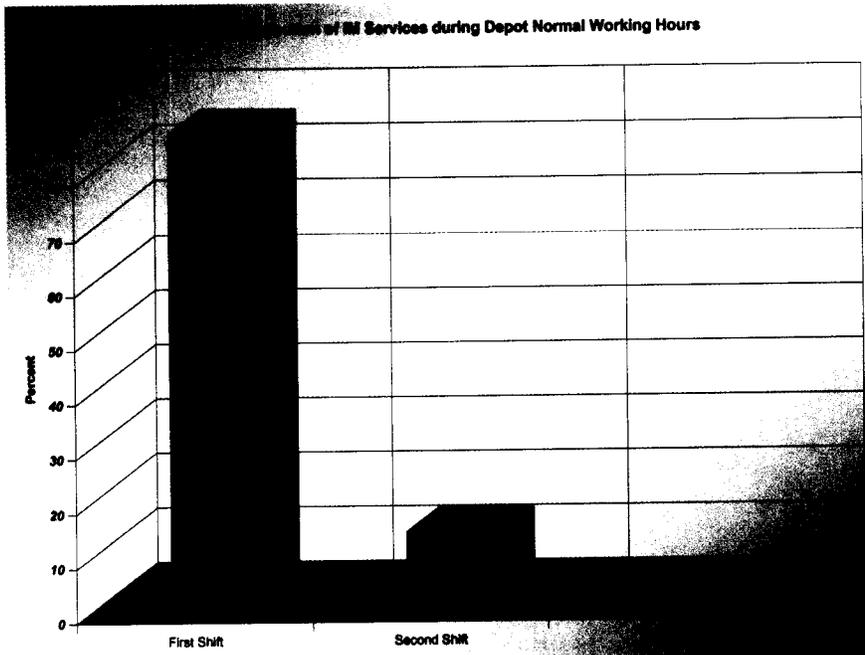
The SP shall provide the major functional requirements (i.e., "functions") described herein, as well as all other requirements identified in the PWS. The SP shall:

- Provide SP management services
- Provide utilities operations and maintenance services
- Provide manufacturing and installation services
- Perform inspection, testing, and certification services
- Provide reactive maintenance services
- Provide preventive maintenance services
- Provide command support services.

The "functions" approach used to describe IM services is not a reflection or indication of any current or required organizational arrangement. It represents a set of services currently performed by Government and contract personnel.

Figure C-5.1.2 depicts a distribution of IM requirements over normal Depot operating hours. The figure shows a typical percentage of IM workload per shift. The information in this figure represents current IM business practices and does not represent IM staffing plans or requirements. Note: the Depot does not have any planned work requirements for the 3rd shift for manufacturing and installation services or reactive and preventive maintenance services for ground support equipment.

Figure C-5.1.2 Distribution of Workload Per Shift



The SP shall provide support to organizations throughout the Depot. IM maintains 1.8 million square feet of floor space and equipment located on 144 acres. IM customers include approximately 4,000 Depot employees. IM services are generally performed in some or all of the 109 buildings/trailers as designated on the Depot "911" Emergency Response Grid System map as well as the aircraft preservation sites located adjacent to runways 28 and 19.

Certain critical periods will require the full mobilization of essential trades within the SP's workforce. Examples include unplanned utility outages, destructive weather conditions, military actions, and natural disasters. Upon activation of the required portion of the workforce to handle these contingencies, the Government may re-prioritize all ongoing work in the CDMP.

C-5.1.2.1

Performance Requirements Summary

The sections below describe each major functional requirement detailing the terms "Scope of Work", "Requirements", and "Standards" as appropriate. The Government will use these requirements and standards to evaluate the SP's performance under this Award.

Section C-5 includes the following subsections for each function:

- **Scope of Work:** This subsection describes briefly the overall environment in which the SP provides a performance-based service.

- **Requirements:** This subsection presents a set of requirements that when performed by the SP to the standards specified, will provide a satisfactory service.
- **Additional Information:** This subsection provides additional requirements that apply to more than one requirement.
- **Performance Requirements Summary:** This subsection defines corresponding standards for each requirement. Standards have two dimensions – Quality (i.e., technical) and Timeliness. The SP's products shall meet or exceed the technical measures within the timeliness standards as defined in the Standards tables herein.
- **Requirements:** The most left-hand column includes requirements as stated above.
- **Quality and Timeliness Standards:** The second column includes the technical standard(s) for a requirement followed by a timeliness standard. The technical standard is the performance standard for a task, such as “completely and accurately”. The timeliness standard is the SP's required response times for performing a task, such as “within 1 working day”.
- **AQL (Acceptable Quality Level) and AQL – Max:** The third column is the percentage of occurrences within a lot that a SP's performance can fail to meet a standard and still provide acceptable performance. For example, if the timeliness standard is “All non-conforming material segregated by close of business each day,” and this standard has an AQL of 5%, then no more than 5% of the lot can fail to meet the timeliness standard if the SP's performance is to remain acceptable¹⁸. Max defines the maximum time value that a SP can deviate from a standard and remain acceptable.
- **Lot:** This measure defines the number of requirements the SP performs in terms of a time period. The QSS reviews SP performance periodically, normally at least monthly. The lot then is the number of requirements the SP performed since the last review. For example, if the requirement is to “Prepare FEMA work orders for maintenance related problems” and the Lot size is “Monthly”, then the QSS would review all the work orders in the last month to ensure the SP had prepared them IAW the standards..

¹⁸ As long as the percentage of defective performance does not exceed the AQL, the Government will not reject the service. However, the SP must correct the defective performance as practicable.

C-5.2 Provide SP Management Services

C-5.2.1 Manage SP Performance

Provide SP management services includes one requirement – manage SP performance. The following sections describe what the SP shall perform (the scope of work), specific products (requirements), and technical and timeliness standards (performance requirements summary).

C-5.2.2 Scope of Work

The AS9100 view has many dimensions but central to standard conformance is achieving continual process improvement and continuously meeting customer expectations. An added dimension of the AS9100 view is that the SP must maintain an internally consistent Quality Management System that is also interoperable with the Depot's Quality Management System.

C-5.2.3 Requirements

The SP shall plan, organize, staff, and control its business such that it:

- Performs acceptably to the Government all the requirements in the PWS and all IMS work.
- Maintains its Quality Management System to be interoperable with the Depot's Quality Management System.

¹⁹ Another dimension of performance-based contracting is the use of positive and negative incentives, when appropriate. This dimension has limited application under a fixed-price Award structure. However, the Government can reward the SP who performs well with less quality surveillance as a positive incentive. However, if a SP performs poorly, the Government would increase quality surveillance, a negative incentive.

²⁰ Successful performance here is from a Government perspective only. For the SP to be successful throughout the period of performance it must be economically successful also. I.e., an MEO must stay within its approved in-house cost estimate and a private sector SP must meet assigned profit requirements. While an SP may appear to be successful by performing all its work, it will not ultimately be successful if it is not economically successful. Thus, an SP must manage itself so that it performs all the work in the PWS, only the work in the PWS, does not take on work not in the PWS and keeps its cost inline with its revenues.

C-5.2.4 Performance Requirements Summary

C-5.2 SP Management Services			
Requirements	Performance Requirements Summary		
	Quality	AQL	Lot
C-5.2 Manage SP Performance	All requirements specified in the PWS and accepted by the SP performed acceptably to the Depot within cost throughout the period of performance	2%	Annually
	Timeliness	AQL-MAX	
	Not applicable	Not applicable	
	Quality	AQL	
	SP's Quality Management System maintained interoperable with the Depot's Quality Management System throughout the period of performance	1%	
	Timeliness	AQL-MAX	
	Interoperability issues with SP's Quality Management System resolved to the satisfaction of the Government within 30 days of receipt of required changes from the Government	1% - Within 30 additional business days	

C-5.3 Utilities Operations & Maintenance Services

C-5.3.1 Scope of Work

Utilities operations and maintenance services ensure Depot utility systems support production requirements. Utility systems include:

- Compressed Air Systems
- Facilities Management Systems
- Emergency Generators
- Steam Systems
- Sewage and Industrial Waste Spills and Stoppages
- Potable Water Systems
- Chilled Water and Air Conditioning Systems
- LP Gas Heating Systems.

The SP shall provide all management and labor for operation and maintenance of utilities as described in this section of the PWS. This includes operator maintenance (i.e., operator servicing such as minor lubrication and indicator light replacements). Since servicing is a routine part of the SP's equipment and systems operation of equipment, the Government will not issue work orders for servicing. Government oilers will change oil in air compressor system equipment during their preventive maintenance jobs and remove accumulated oil that may drain into containers at the compressors.

C-5.3.1.1 Manage Compressed Air Systems

The SP shall operate (i.e., startup, monitor, and shutdown) the compressed air systems in Table C-5.3.1.1. Note the two vacuum pumps in Building 137 operate the same as compressors.

The SP shall startup and shutdown each unit IAW posted placards, controller display information, or system operation manuals. The SP shall run, monitor, and adjust units to perform within the operational parameters in Table C-5.3.1.1. The Depot uses asset numbers (also called EINs and plant account numbers) to manage its equipment inventory. These numbers are also the index numbers the SP may use to access equipment documentation in the technical library.

The SP shall operate systems for the shifts indicated in Table C-5.3.1.1. The SP shall operate compressed air systems without non-scheduled disruptions to production requirements. Scheduled delays would be due to maintenance work performed in the CDMP. In buildings with multiple units, i.e., those marked with

an asterisk (*) in Table C-5.3.1.1, the SP shall operate the minimum units to meet production requirements and conserve energy. In addition, the SP shall operate units alternately distributing use among all units. If more than one unit is operational, each unit shall be operated online for some time each week at operational parameters.

The requirement to operate air compressor systems without non-scheduled production delays shall not override the requirements for safety or economy. The SP shall shutdown any system whose continued operation presents a risk to people or property.

Table C-5.3.1.1 – SP-operated Compressed Air Systems

Bldg #	Type	# of Units	Unit Asset Numbers	HP	Shifts Operated	# of Air Dryers and Types	Furnaces	Operational Parameters
133*	Centrifugal	2	X65923049771	600	1st, 2nd, 3rd	2 - Desiccant	N/A	A ≥ 90 B ≤ 100 C ≤ -20
			X65923X00740					
139*	Centrifugal	1	X65923074620	600	1st, 2nd, 3rd	1 - Desiccant	N/A	A ≥ 90 B ≤ 100 C ≤ -20
139*	Centrifugal	1	X65923036740	450	1st, 2nd, 3rd	1 - Desiccant	N/A	A ≥ 90 B ≤ 100 C ≤ -20
137*	Centrifugal	2	X65923007366	1500	1st, 2nd	1 - Refrigerated	1	A ≥ 290 B ≤ 100 C ≤ 40 D See Note
			X65923007367					
137	Reciprocal	1	X65923004858	75	1st, 2nd, 3rd	N/A	N/A	A ≥ 2500-5100 B ≤ 110 C ≤ NA
137	Reciprocal	1	X65923076235	500	1st, 2nd, 3rd	N/A	1	A ≥ 680-750 B ≤ 100 C ≤ NA E See Note
137*	Reciprocal (Vacuum)	2	X65923004849	N/A	On Demand	N/A	N/A	F ≥ 25 B ≤ NA C ≤ NA
			X65923004851					
4057*	Reciprocal	2	X65923X02081	125	1st, 2nd, 3rd	1 - Refrigerated	N/A	A ≥ 350-475 B ≤ 115 C ≤ 40
			X65923003911					
4225*	Rotary Screw	2	X65923X02154	250	1st, 2nd, 3rd	1 - Refrigerated	N/A	A ≥ 100 B ≤ 115 C ≤ 40
			X65923X02155					
4225*	Rotary Screw	1	X65923047052	70	1st, 2nd, 3rd	2 - Refrigerated	N/A	A ≥ 100 B ≤ 115 C ≤ 40

Bldg #	Type	# of Units	Unit Asset Numbers	HP	Shifts Operated	# of Air Dryers and Types	Furnaces	Operational Parameters
4035	Rotary Screw	1	X65923043522	100	1st, 2nd, 3rd	1 - Refrigerated	N/A	A ≥ 100 B ≤ 115 C ≤ 40
1665	Rotary Screw	1	X65923055047	100	1st, 2nd	1 - Refrigerated	N/A	A ≥ 100 B ≤ 115 C ≤ 40
245	Rotary Screw	1	X65923053621	75	1st, 2nd, 3rd	1 - Refrigerated	N/A	A ≥ 100 B ≤ 115 C ≤ 40
4032	Rotary Screw	1	65923011684	50	1st, 2nd	1 - Refrigerated	N/A	A ≥ 100 B ≤ 115 C ≤ 40

Notes:

A = pounds per square inch gauge at receiver

B = temperature in degrees Fahrenheit (F°)

C = dew point in F° at dryer outlet

D = Hot header temperature shall remain at 1000 F° ± 5 F°

E = Hot header temperature shall remain at 1250 F° ± 50 F°

F = inches of mercury (in Hg).

Each shift, the SP shall take operational parameter readings of the systems in Table C-5.3.1.1 and record reading on Government-provided log forms. See TE 1.1/CDRL A023 – Compressed Air Readings for detailed requirements. The SP shall collect all logs and deliver to the DGR by the last workday of each week.

The Government shall provide all log forms to include chart recorder forms. The SP shall request these forms at least 30 days before use and ensure they are available as needed.

If the SP cannot restore a system to operate within the operational parameters specified in Table C-5.3.1.1, the SP shall report such failures in a FEMA work order. See TE 1.1/CDRL A018 – FEMA Reporting for detailed requirements.

The SP shall maintain (i.e., service or provide preventive or reactive maintenance) the air compressor equipment throughout the NADEP including the systems in Table C-5.3.1.1 and TE 3.3 – Air Compressor Systems. See TE 3.3.1 for a list of compressed air system work orders for fiscal year 2001.

The SP shall keep all air compressor spaces free of debris, dirt, and excess material. The SP shall keep all floors and machinery free of oil. The SP shall treat oil spills as danger sites cordoning off the spill and effecting cleanup.

C-5.3.1.2

Operate Facilities Management System

The SP shall use the existing Johnson Controls MetaSys® Facilities Management System (FMS) to control plant equipment. The SP shall also operate and maintain FMS.

The SP, for its part, shall control plant equipment by using FMS to operate and monitor equipment and to resolve alarm conditions. The SP shall maintain the FMS application and its database and repair and install FMS components. As part of its work with FMS, the SP shall prepare FEMA work orders for maintenance related problems with FMS and the plant equipment controlled or monitored by FMS.

Since FMS operation and use is critical to maintaining Depot production, the SP shall provide continuous on-site system monitoring for the 1st and 2nd shifts and during other times when the Government requires extended Depot operating hours work.

The SP shall operate FMS IAW *NAVAVNDEPOTINST 11300.2_ Energy Conservation Program*.

The SP shall install FMS components for new equipment as well as direct replacements for existing systems. Components include communication lines, sensors, controllers, multiplexors, or other devices.

When alarm conditions exist, the SP shall troubleshoot and reset all false alarms promptly. If an alarm condition is genuine and represents a maintenance-related problem of the sensor or the equipment the sensor connects to, the SP shall prepare a FEMA work order. See TE 1.1/CDRL A018 – FEMA Reporting for detailed requirements.

The SP shall manage the FMS systems including troubleshooting genuine alarms and adjusting, repairing, or replacing defective FMS system components (sensors, controllers, multiplexors, etc).

The Government will provide all software licensing and maintenance agreements for MetaSys® application. However, the SP shall manage the Metasys® application by installing government provided software updates and maintaining associated databases.

The Depot does not use individual work orders for FMS jobs. The Government is moving to correct this situation. Under this PWS, the SP shall perform preventive and corrective maintenance work only as provided for in a Government-developed, FEMA work order except in cases of emergency. The Government bases the workloads in Section C-7 for C-5.3 on estimates from Depot FMS subject matter experts.